

King County

2003
Technology Business Plan

April 2003

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EXECUTIVE SUMMARY

The Technology Business Plan is required to be developed by the technology governance and is defined in KCC 2.16.07581 as “an annual plan for the next year's technology operations and projects; intended to align with individual agency's business plans and budget requests and the countywide standards and policies and direction as set forth in the strategic information technology plan.”

This report contains two sections. The first section describes the projects funded based on the 5 strategic priorities that were solidly endorsed by the Strategic Advisory Council and that were included in the King County Strategic Technology Plan 2003-2005 (Revised). The revised plan was unanimously approved by the County Council on March 3, 2003 (Motion #11660). The revised plan was developed to provide an approach to implementing the technology planning consultant's recommendations and achieving the benefits as outlined by the consultant within the county's scarce resources. The top priority project is also supported by the Law, Safety and Justice Strategic Integration Plan and received strong support from the independently elected officials that head up the Law, Safety and Justice agencies as well as the enthusiastic support of Norm Maleng, the County Prosecuting Attorney, as he agreed to be the Business Sponsor as the program goes forward. The other projects in this section relate to strategic priorities that will provide a foundation from which the county will build an improved, cost-efficient, more standardized information technology environment. In addition, while no specific funding has been provided to support outside consulting services, the technology governance will prioritize existing resources to make progress on the remaining recommended strategies that are summarized in Appendix B.

The second section contains the tactical projects for individual agencies. These projects were reviewed through the technology governance for alignment to the Strategic Technology Plan's Guiding Principles and recommended strategies as well as for technical viability.

This report is being published following King County Council adoption of the 2003 annual budget as a record of the funded information technology projects that will be monitored by the technology governance and whose progress and outcomes will be reported each year in the annual technology report. In particular, the Project Review Board will be requiring the project managers of these projects to develop outcomes against which success will be measured as part of their approval of phased funding releases. As part of regular monitoring, the Project Review Board requires each project to report any scope, schedule, or budget changes and for project steering committees to approve any changes. The intent of this process through the technology governance, under the leadership of the Chief Information Officer, is to provide guidance for department directors and project steering committees as they make decisions about scope, schedule and budget for information technology projects. This process also allows for a focus of accountability that will play a part in improving the county's ability to effectively manage information technology projects and operations.

The Appendix contains several supplemental reports and links. Appendix A contains the Strategic Technology Plan's Guiding Principles that provide the policy framework for the county to use in setting the future direction for information technology (endorsed by the King County Council, Motion #11482). Appendices B and C provide listings of strategic and tactical projects that were recommended by the technology governance review and Chief Information Officer but received limited or no funding in the final budget balancing work as the county deals with the current economic crisis.

Throughout this report, references to the technology governance are intended to include any or all of the groups defined beginning at KCC 2.16.07582. For the reader's convenience, the technology governance enabling legislation and membership is included in Appendix D. In addition, a link is provided to the Office of Information Resource Management 2003 Business Plan that contains the office's enabling legislation and discusses the priorities for the office's work with the technology governance in the coming year. Appendix E provides links to the Office of Information Resource Management web site that supports the project monitoring and phased funding release review work of the Project Review Board.

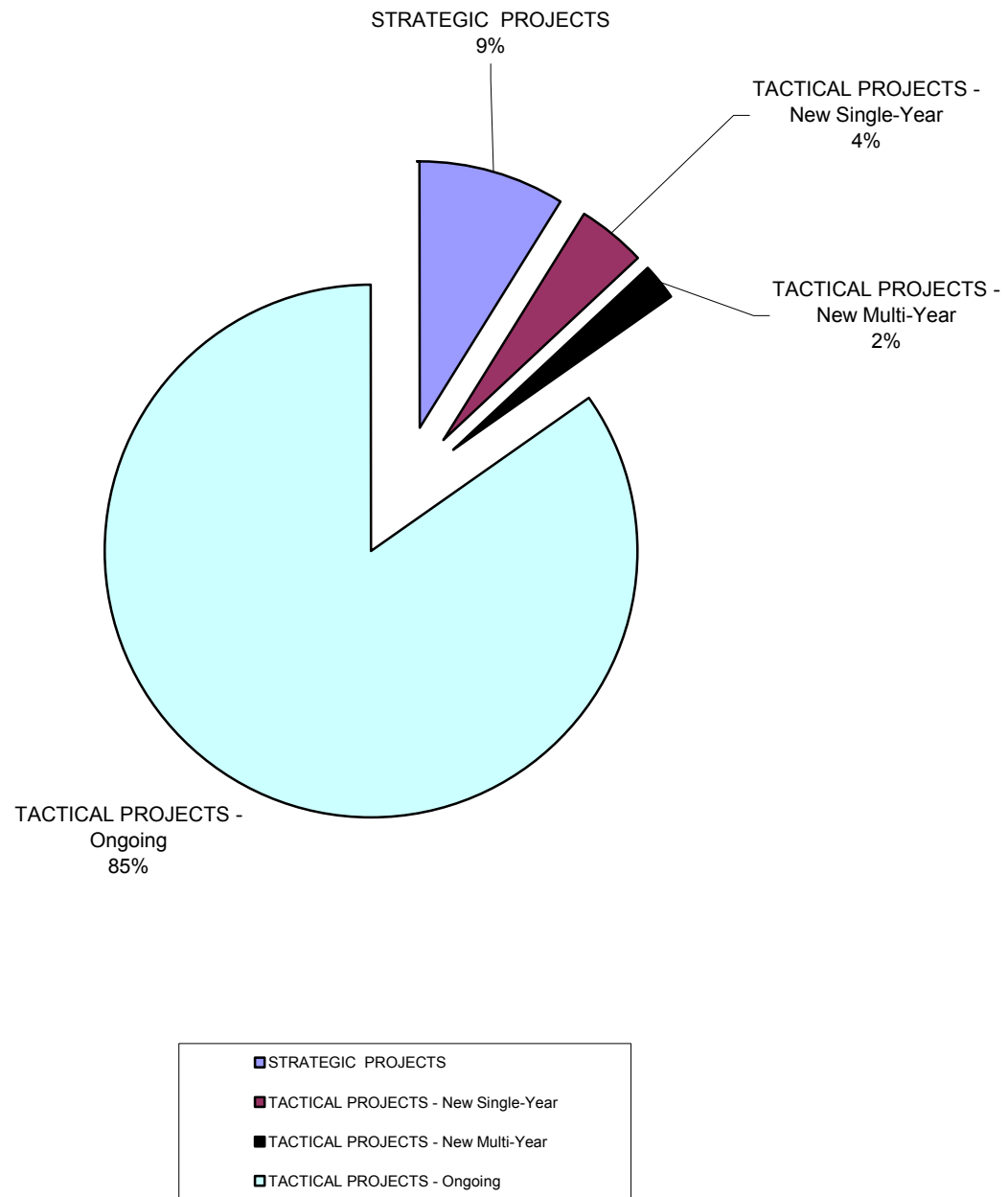
Lastly, Appendix F is a graphical representation of the flow of information into the various tasks and reports for which the technology governance is responsible. While the focus of this report is on the technology investments funded in the 2003 budget, it should be noted that the county agency business plans are fundamentally important to support the county in planning for and managing information technology to enable cost-effective delivery of services. The work and reports from the technology governance all build on business plans and policy direction, taking into account the current state of the county's information technology environment.

2003 BUDGET SUMMARY

AGENCY	STRATEGIC PROJECTS	
Countywide	Law, Safety & Justice Integration Program	\$2,500,000
	Business Continuity	\$350,000
	Information Security & Privacy	\$381,887
	Network Infrastructure Optimization (formerly Convergence)	
	PLAN AND DESIGN	\$130,000
	IMPLEMENTATION	\$300,000
	E-Commerce	
	INTERNET PROPERTY TAX PAYMENT DEPLOYMENT/DES - FINANCE	\$34,152
	PET LICENSES ONLINE/DES - RECORDS, ELECTIONS & LICENSING SERVICES	\$40,402
	Performance Measurement/Cost of Technology	\$100,000
	TOTAL Strategic Projects	\$3,836,441
AGENCY	TACTICAL PROJECTS	
Department of Adult & Juvenile Detention	INMATE FINANCIAL SYSTEM REPLACEMENT	\$150,000
	ROSTER MANAGEMENT SYSTEM MIGRATION	\$67,366
Department of Community & Human Services	HOUSING COMMUNITY DEVELOPMENT - CONSOLIDATED DATABASE PROJECT	\$0
	DEVELOPMENTAL DISABILITIES DIVISION - SSI MANAGER FEASIBILITY STUDY	\$20,000
	HIPAA IMPLEMENTATION - MENTAL HEALTH/CHEMICAL ABUSE DEPENDENCY SERVICES DIVISION	\$478,791
Department of Development & Environmental Services	INSPECTION REQUEST AND REPORTING SYSTEM	\$65,000
Department of Executive Services - Emergency Management	REDUNDANT E-911, SELECTIVE ROUTER	\$1,171,745
	WIRELESS PHASE II PSAP (PUBLIC SAFETY ANSWERING POINT) EQUIPMENT	\$377,587
Department of Executive Services - Finance	PEOPLESOFT E-APPS IMPLEMENTATION	\$450,000
Department of Executive Services - Information & Telecommunication Services	IT INFRASTRUCTURE EQUIPMENT REPLACEMENT	\$367,253
	WINDOWS 2000/ACTIVE DIRECTORY IMPLEMENTATION	\$0
Department of Executive Services - Records, Elections & Licensing Services	RECORDS, ELECTIONS AND LICENSING SERVICES EQUIPMENT REPLACEMENT	\$130,712
	ONLINE AUTOMATED RECORDING INITIATIVE	\$381,442
Department of Natural Resources & Parks	ESA DATA MANAGEMENT - INFRASTRUCTURE PHASE 3	\$125,000
	ASSET AND MAINTENANCE MANAGEMENT SYSTEMS	\$550,000
	FRESHWATER ASSESSMENT PROGRAM	\$3,117,080
Department of Public Health	PERSONAL COMPUTER OS & PRODUCTIVITY UPGRADES	\$300,000
	FSI PHARMACY SYSTEM ENHANCEMENTS	\$51,915
	EMERGENCY MEDICAL SERVICES REGIONAL DATA COLLECTION PROJECT	\$172,000
Department of Transportation - Transit	INFORMATION SYSTEMS PRESERVATION	\$272,423
	PERSONAL COMPUTER REPLACEMENT	\$716,441
	ADA MOBILE DATA TERMINALS	\$1,963,535
	ADA BROKER EQUIPMENT	\$41,740
	RADIO AND AVL REPLACEMENT	\$523,000
	RIDER INFORMATION SYSTEMS	\$9,773
	REGIONAL FARE COORDINATION	\$18,836,906
	ON BOARD SYSTEMS	\$7,980,550
	TRANSIT SECURITY ENHANCEMENTS	\$1,661,470
	TOTAL Tactical Projects	\$39,981,729
TOTAL 2003 BUDGET		\$43,818,170

The chart below summarizes the 2003 project funding appropriations into the categories of strategic and tactical, with a further breakout of ongoing multi-year, new multi-year, and new single-year initiatives. The majority of funding is for ongoing multi-year projects.

2003 Budget Summary



STRATEGIC COUNTYWIDE PROJECTS

This section provides descriptions and budget details for the countywide strategic projects that have been funded in the 2003 Budget. They are listed in priority order.

Law, Safety and Justice Integration Program

Sponsor:	Norm Maleng / Ron Sims
Contact:	Trever Esko/263-4780
Project#:	New
2003 Budget Approved:	\$2.5M*

Project Description

This program will analyze, procure, develop, and implement the infrastructure required to integrate the disparate data sources currently supporting Law, Safety and Justice (LSJ) operations. These sources include the information technology systems for the Prosecutor, Sheriff, Jails, and District and Superior Courts.

Outcomes Measures

Business Outcomes

- LSJ agencies will realize annual net benefits of \$1.76 million, through the elimination of manual work associated with redundant data entry and data management.
- Relevant criminal case information will be available to sheriff's deputies, police officers, and other decision makers in a timely and accurate manner, improving public safety.
- Criminal case information will be available to appropriate parties outside King County, including other local agencies, Washington State, and the public.
- Operations associated with the management of criminal justice cases will be streamlined, including opportunities within the following specific criminal justice operations:
 - Jail booking
 - Police referral filing
 - Interagency information research
 - Criminal charge filing
 - Court calendaring
 - Warrant research

Technology Outcomes

- King County will have a standard data model and "integrated business model" for how the county manages criminal case information across all LSJ agencies.
- An integration infrastructure will exist that supports the technical and operational requirements of all LSJ agencies, associated with information sharing and data access.
- The integration solution will be deployed in a manner that allows LSJ agencies to continue to independently manage their IT operations and supports agency-specific strategies, yet also facilitates the mutual cooperation of the criminal justice agencies.

Existing Project Status

This is new program.

Existing Technology Environment and Alignment with Strategic Technology Plan

See the Law, Safety and Justice Strategic Integration Plan, Section 5.5, for a detailed explanation of the program's alignment to the Strategic Technology Plan. Moss Adams identified it as having a High payback with a High degree of difficulty.

Business Plan alignment

LSJ Integration is a cross-agency effort and aligns to various business goals and objectives of each LSJ agency's plan.

Budget Details

Double budget from multiple sources;

CX, Tech bond funds 3346, 3434, 3436, 3444 to OIRM operating budget

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release following King County Council appropriation of funds.

King County Council Actions

Approved \$2.5M subject to the following proviso:

Section 105. OFFICE OF INFORMATION RESOURCES MANAGEMENT -

PROVIDED THAT:

Of this appropriation, \$2,500,000 and 2.50 FTEs shall solely be used for the initiation of the projects associated with implementing the Law and Justice Integration Plan.

***Executive proposed Correction Ordinance** [under County Council consideration as this report is finalized]:

The County Council appropriated funds in the OIRM operating budget. The Executive has requested that the funding be provided in the OIRM Capital Fund as a separate capital project in order to comply with financial accounting capitalization policies. The amount of the appropriation requested as part of the Executive's correction proposal is \$3.2M.

Business Continuity

Sponsor:	David Martinez/Kevin Kearns
Contact:	Jim Keller/263-4825; John Anthony/296-0607
Project#:	377109
2003 Budget Approved:	\$350,000

Project Description

The purpose of this project is to establish and implement a countywide information technology business continuity plan for critical operations. As noted in the King County Strategic Technology Plan and recent audits (e.g., Deloitte and Touche Information Systems Control Assurance Review), King County faces significant exposure in the event of a major disaster or other catastrophe that would affect our computing and communications infrastructure. Currently there is no plan in place to guide the county in managing critical operations if such an event occurs. A countywide information technology business continuity plan will be developed and implemented in two phases:

- Phase 1: Coordinate with the Emergency Management Center (EMC) to include information technology infrastructure in the EMC plan; identify critical business operations and the information technology infrastructure supporting those operations; obtain countywide decisions from the Executive;
 - In 2003, conduct one simulation exercise in coordination with EMC
 - Implement incremental critical operations projects to support the plan
- Phase 2: Complete incremental implementation for critical operations as identified in the plan. Define countywide disaster recovery, contingency planning, and business resumption for all information technology systems.

Outcomes Measures

Business Outcomes

- Identification of critical business operations in King County
- Simulation exercise conducted in coordination with the Office of Emergency Management.
- Countywide information technology business continuity plan for critical operations.
- Begin implementing business related components of the countywide information technology business continuity plan.

Technology Outcomes

- Begin implementing technology related components of the countywide information technology business continuity plan.

Existing Project Status

This is a new project.

Existing Technology Environment and Alignment with Strategic Technology Plan

This is B4, one of the Phase One initiatives identified in the King County Strategic Technology Plan. Moss Adams identified it as having a High payback with a Moderate-to-High degree of difficulty.

Business Plan alignment

This project is a countywide project and is in support of all agency business plans.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Proj. Mgr.	105,000	25,000	\$ 130,000	
Technical Writer	52,500	12,500	\$ 65,000	
Consulting IT Services	155,000		\$ 155,000	
TOTAL APPROVED EXPENDITURE			\$ 350,000	\$ -

Budget Details

Double budget from multiple sources;

Tech bond funds 3346, 3434, 3436, 3444 to OIRM Capital Fund 3771, project #377109

CIO Recommendations and conditions

- CIO approval is contingent on Strategic Advisory Council direction and approval prior to release of funds [Note: this condition was met by the Strategic Advisory Council's September 5, 2002 endorsement action]
- By Q1-2003, provide a work plan to the Project Review Board for review and approval
- The Project Review Board will review to provide oversight for phased funding release
- Management oversight to be directed by the technology governance

King County Council Actions

Approved as requested.

Information Security and Privacy

Sponsor:	David Martinez/Kevin Kearns
Contact:	Jim Keller/263-4825; Bob Quick/296-0664
Project#:	377110
2003 Budget Approved:	\$381,887

Project Description

The purpose of this project is to secure county information and systems by making employee security roles clear, providing for training and awareness, and implementing policies, procedures, and improvements.

The project is necessary because no countywide plan exists to address current information technology security deficiencies such as: incomplete policies, standards, and oversight. Also, we are at risk due to lack of clarity of roles and responsibilities for information technology security.

The approach to the project includes:

- Conduct assessment and identify critical deficiencies
- Develop information security training plan and conduct in 2003
- Develop guidelines for roles and responsibilities
- Incremental implementation for critical deficiencies in 2003, others in 2004-2005
- Develop an organizational model for the county

The expectations and assumptions are:

- Commitment and participation by all agencies
- The Executive will approve the Security Plan for the county
- Continuously communicate progress to agencies

Outcomes Measures

Business Outcomes

- Improved privacy and security awareness and training for county employees.
- County employee roles and responsibilities updated to address privacy and security.
- Critical privacy and security deficiencies identified and begin implementing resolution of critical business deficiencies.

Technology Outcomes

- Begin implementing resolution of critical technical deficiencies.

Existing Project Status

This is a new project.

Existing Technology Environment and Alignment with Strategic Technology Plan

Relates directly to Strategy B3 of the King County Strategic Technology Plan; Moss Adams identified it as having a High payback with a Moderate degree of difficulty.

Business Plan alignment

This project is a countywide project and is in support of all agency business plans.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Proj. Mgr.	105,000	25,000	\$ 130,000	
Technical Writer	52,500	12,500	\$ 65,000	
Consulting IT Services			\$ 186,887	
TOTAL APPROVED EXPENDITURE			\$ 381,887	\$ -

Budget Details

Double budget from multiple sources;

Tech bond funds 3346, 3434, 3436, 3444 to OIRM Capital Fund 3771, project #377110

CIO Recommendations and conditions

- CIO approval is contingent on Strategic Advisory Council direction and approval prior to release of funds
[Note: this condition was met by the Strategic Advisory Council's September 5, 2002 endorsement action]
- By Q1-2003, provide a work plan to the Project Review Board for review and approval
- The Project Review Board will review to provide oversight for phased funding release
- Management oversight to be directed by the technology governance

King County Council Actions

Approved as requested.

Network Infrastructure Optimization

NETWORK INFRASTRUCTURE OPTIMIZATION PLAN AND DESIGN

Sponsor:	David Martinez/Kevin Kearns
Contact:	Gary Lemenager/263-4811
Project#:	377111
2003 Budget Approved:	\$130,000

Project Description

Develop a strategic plan and design to optimize the existing network infrastructure (KC-WAN, Telecommunications, and Institutional Network) with a phased implementation plan to include the following: immediate opportunities, operational efficiencies and convergence.

This project is necessary because there is no management plan in place at this time and the county desires to cap the expenditure growth trend on network costs by identifying savings opportunities.

The approach will be to develop a network infrastructure strategic plan and design in this initiative that identifies immediate cost savings opportunities, operational efficiencies and achieves convergence in a three-year plan. This plan will incorporate a work program to accomplish the savings, efficiencies and design towards convergence with pilots (unified messaging and other proof of concept efforts), an operational assessment and development of a business case with incremental implementations to begin in late 2003 (e.g., replacing leased circuits with county owned assets).

NOTE: The execution/implementation of this plan and design is under the related initiative titled "Network Infrastructure Optimization Implementation."

Outcomes Measures

Business Outcomes

- Audit of communications contracts and billings
- Optimization plan, design, and business case

Technology Outcomes

- Completed pilots

Existing Project Status

In the fourth quarter of 2002, the technology governance conducted a unified messaging pilot. The effort in 2003 will build upon the information gathered from the 2002 pilot by conducting further analysis and having technical expertise advice on network options towards the approach of a phased converged network for meeting the needs of the future.

Existing Technology Environment and Alignment with Strategic Technology Plan

This initiative will commence planning activities in 2003 as recommended in strategy C6 – "Use broadband technology and a fully integrated PBX architecture as the future centerpiece to converge data, voice, and video transport." Moss Adams identified it as having a High payback with a High degree of difficulty.

Business Plan alignment

The voice, data, broadband & video networks are enterprise communication structures vital to all King County agency business plans. Any improvements to capacity, functions, and reduced costs will be as pervasive as an electrical bill decrease for an across-the-board benefit.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Consulting IT Services	130,000		\$ 130,000	
TOTAL APPROVED EXPENDITURE			\$ 130,000	\$ -

Budget Details

Double budget from multiple sources;

Tech bond funds 3346, 3434, 3436, 3444 to OIRM Capital Fund 3771, project #377111

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved \$130,000, as requested subject to the following provisos:

Section 105. OFFICE OF INFORMATION RESOURCES MANAGEMENT -**PROVIDED THAT:**

The executive shall conduct a countywide operational assessment of leased communication services contracts by July 1, 2003. This assessment shall contain cost-savings opportunities achieve by reducing redundant leased services (maintenance, circuits and administrative operations) for telephone, wide area network and institutional network lines. The assessment shall also identify opportunities for rate reductions for current expense and non-current expense agencies. The assessment shall also include an assessment of using the institutional network or other options for data, voice or video communication for the law, safety and justice agencies. The chief information officer shall be responsible for overseeing completion of this report with cooperation of all county agencies.

The assessment must be filed in the form of 15 copies with the clerk of the council, who will retain the original and will forward copies to each councilmember and to the lead staff for the labor, operations and technology committee or its successor.

Section 111. ITS – TELECOMMUNICATIONS -**PROVIDED THAT:**

\$890,000 shall be retained in fund balance and shall not be expended or encumbered until the final network infrastructure optimization plan is completed.

Section 118. CAPITAL IMPROVEMENT PROGRAM -**PROVIDED THAT:**

For the CIP project 377111, Network Infrastructure Optimization, the network infrastructure optimization plan shall identify and quantify cost-savings opportunities through leveraging I-Net by replacing leased services.

NETWORK INFRASTRUCTURE OPTIMIZATION IMPLEMENTATION

Sponsor:	David Martinez/Kevin Kearns
Contact:	Gary Lemenager/263-4811; Bob Quick/296-0664
Project#:	377119
2003 Budget Approved:	\$300,000

Project Description

Implement the Network Infrastructure Optimization Plan and Design to optimize the existing telephony network infrastructure utilizing other networks operated by the county such as the wide area network (KCWAN) and the Institutional Network (I-Net).

This project is necessary because the County needs to implement network changes against a comprehensive infrastructure management plan and design in order to identify and pursue cost saving initiatives and productivity improvements.

The approach will be to execute the Network Infrastructure Optimization Plan and Design and achieve immediate cost savings opportunities, operational efficiencies and progress towards convergence. The implementation execution activities will have the following outcomes:

- Work program to accomplish the savings, efficiencies and steps towards convergence;
- Operational assessment (voice, data, video networks);
- Pilots (unified messaging and other proof of concept efforts);
- Business case;
- Incremental implementations during 2003 (e.g., replacing leased circuits with county owned assets).

NOTE: The related work to create the Network Infrastructure Optimization Plan and Design is described under the initiative titled "Network Infrastructure Optimization Plan and Design."

Outcomes Measures

Business Outcomes

- Incremental implementation of business related optimization opportunities.

Technology Outcomes

- Incremental implementation of technology related optimization opportunities and progress toward convergence

Existing Project Status

In the fourth quarter of 2002, the technology governance conducted a unified messaging pilot. The effort in 2003 will build upon the information gathered from the 2002 pilot by conducting further analysis and having technical expertise advice on network options towards the approach of a phased converged network for meeting the needs of the future.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project is supported in the Strategic Technology Plan, Technology Environment, Operations, B9.

This initiative will commence planning activities in 2003 as recommended in strategy C6 – "Use broadband technology and a fully integrated PBX architecture as the future centerpiece to converge data, voice, and video transport." Moss Adams identified it as having a High payback with a High degree of difficulty.

Business Plan alignment

This project is a countywide network infrastructure project and is in support of all agency business plans.

In addition, this proposal aligns with the Department of Executive Services – Information and Telecommunications Services Division's first priority core business:

- Operate, maintain and support King County's information and technology infrastructure: Voice and Data Networks

This proposal also aligns with the Department of Executive Services – Information and Telecommunications Services Division's top priority Goal:

- Provide first-rate customer services at competitive rates.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
IT Consultants			\$ 300,000	
TOTAL APPROVED EXPENDITURE			\$ 300,000	\$ -

Budget Details

Double budget with operating fund transfer;

Operating fund ITS- Telecom 5532 to OIRM fund 3771, project #377119

CIO Recommendations and conditions

- By Q1-2003, provide a work plan to the Project Review Board for review and approval to schedule subsequent release of funding reviews.
- The work program will include implementing the recommendations from the audit being conducted in 2002 and conducting a circuit management analysis of load balancing on PBX, IVR, and v-mail systems, including recommendations on an optimization strategy and appropriate management tools to acquire.

King County Council Actions

Approved \$300,000, as requested subject to the following provisos:

Section 105. OFFICE OF INFORMATION RESOURCES MANAGEMENT -**PROVIDED THAT:**

The executive shall conduct a countywide operational assessment of leased communication services contracts by July 1, 2003. This assessment shall contain cost-savings opportunities achieved by reducing redundant leased services (maintenance, circuits and administrative operations) for telephone, wide area network and institutional network lines. The assessment shall also identify opportunities for rate reductions for current expense and non-current expense agencies. The assessment shall also include an assessment of using the institutional network or other options for data, voice or video communication for the law, safety and justice agencies. The chief information officer shall be responsible for overseeing completion of this report with cooperation of all county agencies.

The assessment must be filed in the form of 15 copies with the clerk of the council, who will retain the original and will forward copies to each councilmember and to the lead staff for the labor, operations and technology committee or its successor.

Section 111. ITS – TELECOMMUNICATIONS -**PROVIDED THAT:**

\$890,000 shall be retained in fund balance and shall not be expended or encumbered until the final network infrastructure optimization plan is completed.

Section 118. CAPITAL IMPROVEMENT PROGRAM -**PROVIDED THAT:**

For the CIP project 377111, Network Infrastructure Optimization, the network infrastructure optimization plan shall identify and quantify cost-savings opportunities through leveraging I-Net by replacing leased services.

E-Commerce

The King County Council approved the E-Commerce Management Plan and funding for the e-commerce pilot program in mid-2002. This program will use a series of pilot projects to work through the technology and business issues related to establishing e-commerce as a utility that county agencies would use when implementing their e-commerce services to the public.

Upon completion of the e-commerce pilot program, a business case will be developed for each application that was successfully piloted. After approval of the application's business case, the application will be readied for use by the general public. The following two projects, Internet Property Tax Deployment and Pet License Online, each include development of a business case and transition of the respective pilot application to general use. Moss Adams identified Internet service delivery as having a Moderate payback with Moderate degree of difficulty.

INTERNET PROPERTY TAX PAYMENT DEPLOYMENT/DES - FINANCE

Sponsor:	Bob Cowan, Manager, FBOD
Contact:	Garry Holmes/296-7333
Project#:	New
2003 Budget Approved:	\$34,152

Project Description

This project is anticipated to be the final work effort in providing the public an option to pay their property taxes online, most likely with Internet checks and Discover credit cards. It is a follow-on project to work that will be done during the E-Commerce Pilot Program (ending September 2003). For more information on the pilot program, see the E-Commerce Management Plan. National and local studies have shown that Internet tax payments are high on the list of e-government services expected by the public.

This project will transition the Internet property tax payments pilot to production. Three things are involved in this effort:

1. Building a business case to justify moving the pilot application into production and implementing new business processes
2. If the business case is approved, building a plan for the transition to production
3. Enhancing the pilot application to make it production ready based on things learned during pilot operations, and completing the transition to production

It is expected that the pilot program team will continue to work on this final project.

Outcomes Measures

Business Outcomes

- Provide King County real property taxpayers an additional easy to use method for paying their current year non-delinquent property taxes.
- Expand the existing on-line real property tax inquiry system so it can be used to pay real property taxes using a payment method such as Internet checks or credit card.
- The institution providing the payment service will provide timely acknowledgement to the taxpayer that the transaction has been accepted. (Note this does not mean the payment has been posted to the property files).
- Deliver a payment record to Treasury that will clearly identify the person remitting the payment to ensure our ability to provide timely and accurate refunds if necessary.
- Ensure accuracy of property tax files by providing a daily payment file that reconciles to the wire transfer.

Technology Outcomes

- The Internet transactions will effectively interface with the existing property payment processing systems.
- Minimize the need for manual intervention or processing.
- Provide high levels of security for the links between property tax Internet site, payment provider and the ITS property system.

Existing Project Status

This is a new project to provide funding after the e-commerce pilot program has ended in Q2 2003.

Existing Technology Environment and Alignment with Strategic Technology Plan

The Internet property tax payment pilot project is expected to add a payment button to the existing Internet property tax payment look-up which is currently available on the county's web site. Deployment of this pilot application in production will extend the current Internet capabilities offered for property taxes.

Business Plan alignment

One of the core business/services of the Finance and Business Operations Division is to:

- Produce and mail the property tax statements for all property taxes collected in King County.
- Collects property taxes and distributes them to appropriate governmental entities.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Loan in Labor from OIRM	29,412		\$ 29,412	
Bank Fees	4,740		\$ 4,740	
TOTAL APPROVED EXPENDITURE			\$ 34,152	\$ -

Budget Details

Operating fund 5450

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

PET LICENSES ONLINE/DES – RECORDS, ELECTIONS & LICENSING SERVICES

Sponsor:	Bob Roegner, REALS Manager
Contact:	Ben Leifer/205-6306; Terry Denend/296-1534
Project#:	New
2003 Budget Approved:	\$40,402

Project Description

“Pet Licenses Online” will provide King County residents with the ability to purchase or renew pet licenses via the Internet. We currently license 150,000+ pets and estimate that we have only 1 in 3 pets licensed. This will make it easier for citizens to comply with licensing requirements and help in the County's campaign to identify and license pets.

This project will help accomplish the following goals:

1. Provide an easy, convenient way for pet owners to purchase or renew their pet's license and comply with the law;
2. Protect more dogs and cats with identification and licensing services. As a result, this will help return more lost pets to their owners and help toward the goal of lowering euthanasia rates; and,
3. Reduce the current expense subsidy to Animal Control services.

In the latter half of 2002, the Office of Information Resource Management initiated an e-commerce pilot program consisting of three e-commerce pilot projects. Pet Licenses Online is one of these pilot projects. This request will support moving the initial pilot application into full operation and make it available through the County's website to the general public for purchase of new or renewal pet licenses. Pet owners will be able to purchase or renew pet licenses over the Internet using their credit cards to complete the transaction.

In the first phase of the e-commerce pilot project, the online transaction for a new pet license will generate an approved order, which will be fulfilled by existing business processes that include data entry of customer-provided data and mailing out of the new pet license tag to the customer. In the second phase of this pilot application, the customer-provided data will be automatically entered into the mainframe Licensing system to avoid re-entry of data by County staff.

Licensing participated in an effort with the Office of Information Resource Management in late 2001 and early 2002 to determine if the County could use the State of Washington's digital government infrastructure for its e-commerce payment services. Licensing collaborated with the Department of Executive Services – Information and Telecommunication Services Division and with the Office of Information Resource Management to create an online application form for new pet licenses that test credit card transactions were run through. As part of this effort, Licensing also worked with Finance, the Prosecuting Attorney, and the Office of Information Resource Management

to develop an acceptable methodology for the calculation of a standard pet license convenience fee for Internet transactions.

Outcomes Measures

Business Outcomes

- 24/7 ability to purchase and/or renew licenses
- Increase in number of pets licensed

Technology Outcomes

- Establishment of e-commerce infrastructure, tools and policies that can be replicated in subsequent County projects.

Existing Project Status

Pet Licensing Online is an existing project, building on almost two years of experience offering free, temporary pet licenses on the Internet. As part of this initiative, the Project Manager (Manager of Animal Control) participated in the State's "Digital Academy" for online licensing in 2001. The e-commerce pilot project for pet licenses, having received funding approval from Council in Q3 2002, is now ready to proceed. Pet Licensing Online has been poised and ready for full e-commerce implementation for two years. Further delays will hinder the accomplishment of the important goals and benefits listed above, which include potential financial and public benefit yields.

Existing Technology Environment and Alignment with Strategic Technology Plan

Through the e-commerce pilot application, the Pet License Online project is expected to extend Licensing's existing Internet capabilities by adding an online payment mechanism and integration with the County's Licensing database for the purchase or renewal of pet licenses. Deployment of this application into production will transition this Internet application from pilot operations to use by the general public.

This project aligns to strategy A4 in the Strategic Technology Plan: "Use the Internet as a primary mechanism to deliver public information and services."

It also relates to strategy C1: "Standardize technology including infrastructure, hardware, and applications software," because it will be an early adopter of the e-commerce standards for infrastructure, security, privacy, e-payments, etc.

Business Plan alignment

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			\$ 33,814	\$ 6,588
TOTAL APPROVED EXPENDITURE			\$ 33,814	\$ 6,588

Budget Details

Operating fund CX 10

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

Performance Measurement/Cost of Technology

Sponsor:	David Martinez
Contact:	Dana Spencer/263-0603
Project#:	377110
2003 Budget Approved:	\$100,000

Project Description

This project will provide a baseline measure of the county's cost of managing technology and some tools from which to measure improvements to come from new investments.

The purpose of performance measurement is to establish a standard framework for proposing, approving, implementing and maintaining technology investments, as well as to ensure that the forecasted benefits and value of the technology investments are realized.

The critical concepts and steps are to:

1. Define and analyze the business case, including the total cost of ownership, for individual projects before the projects are approved and funded, as well as for the county's technology budget.
2. Measure forecasted outcomes against actual outcomes for projects during implementation, upon their completion, and later, when the project values are realized.
3. Measure forecasted outcomes against actual outcomes for the county's budget based on the technology vision, goals, objectives, strategies, and established measurement criteria.

The development and measurement tools will be for use with information technology investments involving new installations, major enhancements, and replacements of existing systems. For these purposes, information technology is defined as desktop computers, servers, networks and cabling, software, databases, applications, telephony, wireless communication, interfaces, peripherals (printers, scanners, etc.), and support and maintenance services. The definition of information technology does not include embedded systems such as computers that control engines, elevators, pumps, etc.

Outcomes Measures

Business Outcomes

- A framework will be developed to measure the county's cost of managing information technology.
- A baseline measure of the cost of managing the county's information technology.

Technology Outcomes

- No technology outcomes

Existing Project Status

This is a new project. The King County Strategic Technology Plan included a section on Performance Measurement, which will be used as a starting point and guide for this project.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project would support the implementation of performance measurement for King County as identified in the Appendix of the Strategic Technology Plan and in strategy D1: "Institutionalize performance measurement for technology." Moss Adams identified it as having a High payback with a Low degree of difficulty.

Business Plan alignment

This is a countywide project and will indirectly support all agency business plans by providing the tools to measure the success of information technology projects.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Consulting IT Services			\$ 100,000	\$ -
TOTAL APPROVED EXPENDITURE			\$ 100,000	\$ -

Budget Details

Double budget from multiple sources;

Tech bond funds 3346, 3434, 3436, 3444 to OIRM Capital Fund 3771, project #377110

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

TACTICAL AGENCY PROJECTS

This section provides descriptions including outcome measures and budget details for the tactical projects by agencies that made it successfully through the technology governance review for alignment with the Strategic Technology Plan Guiding Principles and strategy recommendations to be recommended by the Chief Information Officer and for funding by the County Executive. Final County Council actions are provided for each project. These are listed in department name order.

Department of Adult and Juvenile Detention

INMATE FINANCIAL SYSTEM REPLACEMENT

Sponsor:	Susan Clawson, Chief of Administration
Contact:	Tim Longley/296-1454
Project#:	377113
2003 Budget Approved:	\$150,000

Project Description

The Department of Adult and Juvenile Detention (DAJD)'s Accounting Section is responsible for the accounting, safekeeping and disbursing of inmate money/funds within the King County Correctional system. Trust fund accounts monitored are: Inmate, Work Release, and Bail, which consists of money "on hand" at the time of booking, subsequent financial activity during incarceration and release balance. Management of inmate funds must meet the County's financial management as well as the State Auditor's internal control requirements and must have the ability to generate reports for internal and external audit to include daily cash balancing, check register and general ledger. The current system, T-Netix Inmate Financial System has become an unsupported legacy system with a vendor that has moved in other directions. The current system is starting to fail, and there has been no further development of it, leaving it locked to an older vintage of technology that will become difficult and expensive to maintain into the future.

The approach will utilize in-house services (Department of Executive Services – Information and Telecommunications Services Division) to rewrite this mission critical system and subsequently provide the support of this application.

Risks

If this system is not available for accounting for the inmates' money, the accounting will have to consist of a manual Excel- or Access-based program, with no interface with other DAJD systems such as SIP and the commissary vendor. The manual labor costs will be very significant. A recovery plan has not been estimated for the event of the current system's failure, but most likely the annual cost of a manual operation will be in the range of half to all of the development costs or \$75,000-\$150,000.

Existing Project Status

Currently putting final touches to the Project Plan and Scope of Work Document.

Outcome Measures:

Business Outcomes

- Replace legacy application no longer supported by its vendor. Objective is to completely replace the application.
- Reproduce the Inmate Financial application addressing the unique business needs of DAJD while contiguously integrating with the County's core financial system.
- Create multiple access points (ODBC) to data that is currently limited to vendor created "canned" reports.
- Provide 7 X 24 X 365 support by core IT resources (currently none).
- Provide for 3 tier secure environment where confidential inmate data are concerned.

Technology Outcomes

- Migrate a legacy-based technology to existing county technology standards.
- Produce an application that functions well in DAJD's heterogeneous technology environment.
- Provide data access and reporting through a variety of standard tools and formats.
- Increase current data access and support security model to industry standards.

Existing Technology Environment and Alignment with Strategic Technology Plan

This development effort aligns with several strategies in the Strategic Technology Plan relating to standardization of technology and software applications, develop web-based solutions, and the integration with other law systems.

Business Plan alignment

This project will enable the department to administer financial systems for inmates, staff and the department so that the department provides accountable, accurate and timely fiscal services.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			\$ 150,000	
TOTAL APPROVED EXPENDITURE			\$ 150,000	\$ -

Budget Details

Double budget with operating fund transfer;
Operating fund CX 10 to OIRM fund 3771, project #377113

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

ROSTER MANAGEMENT SYSTEM MIGRATION

Sponsor:	Susan Clawson, Chief of Administration
Contact:	Tim Longley/296-1454
Project#:	377104
2003 Budget Approved:	\$67,366

Existing Project Status

Project planning was completed in 2001. During 2002, project development, and implementation planning were completed and solution design was initiated for essential elements. Solution design to continue into 2003. Data conversion and solution implementation tasks are scheduled for late 2003.

The Project Review Board approved the release of funds in August 2002 for Phases One through Three in the amount of \$202,099. The Project Review Board requested two action items for the project: There will be quality assurance done for the project by someone outside the project team; and there will be a readiness review completed near the end of Phase 3.

Outcome Measures

Business Outcomes

- Replace legacy application, currently supported by diminishing DAJD business resources. Objective is to move support to central IT.
- Reproduce the Roster Management application addressing the unique business needs of DAJD while contiguously integrating with the County's choice of human resource and core financial applications (i.e. PeopleSoft[™]).

- Create multiple access points (ODBC) to human resource and operational data that is currently limited to DAJD's in house developer/business expert.
- Provide 7 X 24 X 365 support by core IT resources (currently none).
- Provide for 3 tier **secure** environment where confidential payroll and personnel data are concerned.

Technology Outcomes

- Move from legacy based technology (DOS Based) to existing county technology standards.
- Produce an application that functions well in DAJD's heterogeneous technology environment.
- Provide data access and reporting through a variety of standard tools and formats.
- Increase current data access and support security model to industry standards.

The Project Review Board approved the release of funds in August 2002 for Phases One through Three in the amount of \$202,099. The Project Review Board requested two action items for the project: There will be quality assurance done for the project by someone outside the project team; and there will be a readiness review completed near the end of Phase 3.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			\$ 67,366	
TOTAL APPROVED EXPENDITURE			\$ 67,366	\$ -

Budget Details

Double budget with operating fund transfer;
Operating fund CX 10 to OIRM fund 3771, project #377104

CIO Recommendations and conditions

This additional funding is part of the original budget and for the original scope; Project Review Board monitoring is in process and funding release reviews have been successful.

King County Council Actions

Approved as requested.

Department of Community and Human Services

HOUSING COMMUNITY DEVELOPMENT-CONSOLIDATED DATABASE PROJECT

Sponsor:	Glen Beckman/296-7361
Contact:	Glen Beckman/296-7361
Project#:	C01204
2003 Budget Approved:	Appropriation not needed

Project Description

There are currently five databases that provide information to sections of the Housing Community Development Program (HCD). HCD is responsible for providing Housing and Community Development financial assistance to communities using block grants from Federal, State, and Local governmental sources.

The five Databases (Community Development Block Grant (CDBG); Housing Finance Program (HFP); Assisted Housing Database, Housing Repair Database; and Homeless Database) should be converted into a single consolidated Database. In addition, where possible, spreadsheet processes that are used to augment the database processes should also be incorporated into the consolidated Database. Copies of the five Databases will be provided and will be used as a reference source in performing the conversion. The conversion process will require a review of the existing data models for the applications as required to develop a comprehensive database model. Migration

of the data from the existing Databases will require removal of duplicate information; consolidation of shared project data into the appropriate data relationships; data discrepancy resolution; and appropriate database normalization. Domain tables that are currently used with the existing Databases should be maintained and enhanced as required to support the consolidated Database.

Additional functionality that will be added to the consolidated Database includes Funds Distribution module; Asset Management module; and a HUD module that will support reporting of information to the various governmental entities consistent with legal and contractual requirements.

The HUD Module should contain functionality for the following processes: Demographic Information Processing; Beneficiary Processing; Census Tracking Processing; Civil Rights Processing; Performance Measures Processing; CAPER Processing; Section 3 Processing; and IDIS Reporting Requirements.

There are Electronic Interface (uploads and downloads) processes that will have to be maintained to ensure that they continue to provide the existing functionality.

1. The Interfaces that are currently used by the Databases are to ARMS and PFM (financial systems).
2. An Electronic Interface has to be developed that will enable the consolidated Database to share information with the Report Card Database.
3. The Project Team will work with selected HCD and GIS staff to determine the development of a standard file that can be used by GIS and populated with legislative, congressional, council, and municipality information.

The Project Team will work with selected HCD staff and communicate with HUD in an attempt to investigate the possibility of defining a standard electronic file that can be transmitted to HUD with the desired IDIS information. The Team will also investigate the feasibility of acquiring and using the HMIS system that has an electronic interface to HUD.

Outcomes Measures

Business Outcomes

- The consolidation of HCD information would greatly assist in reporting to funding sources, fund raising, ability to promote programs, facilitate analysis of housing & community development issues and increase our knowledge of program effectiveness.
- Better Management Reporting. The consolidation would provide better tracking and reporting on the status of funded projects over time.
- Accurate and timely processing of reports on the status of property shared with other Funding sources and consortium partners.
- Provide a single application source where Management would have the ability to track allocation and expenditures of funds using the Funds Distribution Module.
- Business decisions can more easily be made on (a) where the money was spent, and (b) where future dollars should be allocated.
- Project would be a single source for providing reporting information desired by other funding partners and outside agencies that request information on subsidized housing, facilitates public improvements within their communities.
- This Project would provide Management staff with the tools needed to perform policy analysis and program evaluations.
- The Consolidated Database could be used to assist Management in monitoring Project Manager's performance and work load distribution.
- Facilitates reconciliation between federal IDIS database and ARMS (local accounting systems).
- The Consolidated Database could be used to evaluate the various types of projects and funds awarded over time.

Technology Outcomes

- Additional functionality that will be added to the consolidated Database includes Funds Distribution module; Asset Management module; and a HUD module that will support reporting of information to the various governmental entities consistent with legal and contractual requirements.
- The Project Team will work with selected HCD and GIS staff to determine the development of a standard file that can be used by GIS and populated with legislative, congressional, council, and municipality information.

Existing Project Status

The project is being funded with Federal Funds (HUD), using ARMS Project #C01204. The project has finished the Business Analysis phase and is ready to start Preliminary Design.

Existing Technology Environment and Alignment with Strategic Technology Plan

Current System Overview: The five applications that are currently used by HCD are:

1. Community Development Block Grant (CDBG) database tracks project information from application tracking to award accomplishments and closeout.
2. Housing Finance Program (HFP) database tracks the awarding of Federal and Local funds to housing development projects.
3. Housing Repair Program (HRP) database is used to collect, analyze, and report data for the clients served through five programs that are currently administered by this database.
4. Assisted Housing database provides information that addresses Housing affordability levels, period of affordability, and ownership information.
5. McKinney/Homeless database was designed to keep track of McKinney renewal grants. It was also designed with the goal of assisting the various Homeless staff strategize McKinney applications.

Fiscal Management: The Fiscal staff within the Resource Management Program handles fiscal management for HCD programs, including all funding sources. Fiscal works simultaneously with three systems. These systems are external to the existing databases used by programs within HCD. In the future, these databases must be linked to the HCD project management system.

1. ARMS King County's accounting system.
2. PFM - King County's Project Funds Management System
3. HUD's Integrated Disbursement and Information System (IDIS).

Reporting Requirements: HCD produces two annual reports that are mandated by HUD.

1. Annual Action Plan. Reports to HUD and the public how each year's allocation of federal funds will be used. The Plan is submitted to HUD in November covering projected activities of the next year.
2. Consolidated Annual Performance and Evaluation Report (CAPER). Reports on how well the numeric objectives outlined in the Consolidated Plan have been met for the previous year. Report covering the previous year is submitted to HUD at end of the 1st quarter.

In addition, HCD must provide program performance information to two external databases that summarize and report information regarding HCD and other programs. Both of these databases are still under development. HCD must monitor the development of these systems to ensure that our systems are coordinated and HCD data can be easily extracted for these reports.

1. Homeless Management Information Systems (HMIS). HUD has mandated that all McKinney and ESG funded projects participate in some type of HMIS by September, 2004.
2. CSD Report Card database. HCD's annual accomplishments feed into this Division-wide report of program outcomes.

Business Plan alignment

See Existing Technology Environment description above.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			\$ 160,000	
TOTAL APPROVED EXPENDITURE			\$ 160,000	\$ -

Budget Details

Operating fund DCHS 2460, project #C01204

Note: No additional appropriation authority is needed in the 2003 budget; Grant-funded project budget has been carried over; total project budget is \$160k with \$145k remaining as of Q3 2002.

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

DEVELOPMENTAL DISABILITIES DIVISION – SSIMANAGER FEASIBILITY STUDY

Sponsor:	Carol Greenough
Contact:	Carol Greenough/296-5267
Project#:	New
2003 Budget Approved:	\$20,000

Project Description

The purposes of this project is three fold:

- Evaluate the SSIManager Web application to determine the extent the application meets the business and technological requirements of the King County Developmental Disabilities Division (KCDDD).
- Determine what additional customizations need to be made in order for the application to meet the business and technological requirements.
- Determine the best option for acquiring the SSIManager.

Outcomes Measures

Business Outcomes

- Determine if the SSIManager Web application has the functionality to assist both the King County Developmental Disabilities Division (KCDDD) staff and participants of the system to perform accounting and reporting functions as required by Social Security's Plan to Achieve Self-Support (PASS) rules and regulations.
- Determine if the SSIManager needs additional customizations in order for it meet KCDDD and King County business requirements.
- Determine the best option for acquiring the SSIManager Web application. For example: Purchase the source code? Lease the application?

Technology Outcomes

- Determine if the security is adequate to protect the privacy and confidentiality of the users.
- Determine if the SSIManager needs additional customizations in order for it meet KCDDD and King County technological requirements.

Existing Project Status

N/A

Existing Technology Environment and Alignment with Strategic Technology Plan

This project relates to two strategies in the Strategic Technology Plan:

- A4. Use the Internet as a primary mechanism to deliver public information and services.
 - The SSIManager is a Web based accounting tool designed to help participants, advocates, and King County manage Supplemental Security Income (SSI) benefits. It will help users track income and expenses including Impairment-Related Work Expenses (IRWEs), PASS plans, wages, and gifts. Users can print out monthly reports to send to Social Security and users can perform audits on the SSI payments. Using the SSIManager will enable the County's Developmental Disabilities Division to implement an online government-to-citizen (G2C) service. Users will submit SSI related information via the Internet and the processed information will be viewable and printable via the Internet.
- C4. Purchase and integrate top-quality commercially packaged software wherever possible and cost-effective--and with minimal customization.
 - The SSIManager was created by an independent developer and is being marketed to organizations that manage SSI related benefits and activities. If the feasibility study determines that the SSIManager is a viable option and a decision is made to purchase or lease the application, the County will be using a commercially developed application. The SSIManager will probably need some minor customization. However, the overall costs of customizing and maintaining the system should be less than if we have a customized application built for us.

Business Plan alignment

The SSIMANAGER aligns with goal number 5 in the Department Business Plan:

Education and job skills to lead to an independent life. The core business is to provide employment opportunities for disadvantaged and/or targeted individuals. The tool will assist in tracking and reporting resources available to individuals, which is consistent with the core business measures in the plan:

- Increase the number of eligible adults with developmental disabilities of working age who have livable wage jobs.
- Increase employment rates for targeted populations among clients served.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
IT Analyst's Time	20,000		\$ 20,000	
TOTAL APPROVED EXPENDITURE			\$ 20,000	\$ -

Budget Details

Operating fund DCHS 1070

CIO Recommendations and conditions

No Project Review Board review is needed. The board will review any project requests that may be developed from the results of this study.

King County Council Actions

Approved as requested.

HIPAA IMPLEMENTATION—MENTAL HEALTH/CHEMICAL ABUSE DEPENDENCY SERVICES DIVISION

Sponsor:	
Contact:	Marty Lindley/5-1344
Project#:	Existing
2003 Budget Approved:	\$478,791

Project Description

The Health Insurance Portability and Accountability Act (HIPAA) is a federal mandate that will standardize the exchange of health care information. The components of HIPAA are being phased in over time. The Privacy standard is effective April 2003 and the Standard Transactions are due October 2003. There are additional milestones in 2004. The Mental Health/Chemical Abuse Dependency Services Division (MHCADSD) has a long-standing contractual requirement to exchange behavioral health care information with the state Department of Social and Health Services and with contracted community treatment providers. HIPAA standards will modify the format of the information exchanged. MHCADSD is involved in a process with the state to analyze the data modifications needed, and implement our changes in concert with the state and according to the state's timeline.

Outcomes MeasuresBusiness Outcomes

- Be in compliance with HIPAA Privacy Rule by April 14, 2003.
- This includes having Privacy Policies and Procedures in place, Privacy Notice developed and delivered to providers for client notification, and Division staff trained on Policies and Procedures all by compliance deadline of April 14, 2003.
- Be in compliance with HIPAA Transaction Rule by October 16, 2003.

- This includes having contracts, and Policies and Procedures changes in place to facilitate the implementation of HIPAA transactions, by compliance deadline of October 16, 2003. (The original compliance deadline was October 16, 2002 with an extension to October 16, 2003 allowed upon request. In 2002, the Division along with the State DSHS and our contracted service providers all requested an extension.)
- Begin business requirement analysis of HIPAA Security Rule when it is released. The expected release date is 2003 with compliance deadline date anticipated to be in 2004.

Technology Outcomes

- System changes in place to protect the privacy and confidentiality of client's individual health information according to the requirements of HIPAA Privacy Rule, by compliance deadline of April 14, 2003.
- System changes, Data Dictionary and Trading Partner Agreements in place to allow the exchange data with the State and contracted service providers according to the requirements of the HIPAA Transactions Rule, by compliance deadline Oct. 16, 2003.
- Begin research of security tools and technologies to meet the requirements of HIPAA Security Rule when it is released in 2003.

Existing Project Status

Transmission of data to the Department of Social and Health Services has been a requirement of our Prepaid Health Plan contract since 4/1/95. The development and operation of a data system to meet this requirement has been internal to MHCADSD. Therefore, support of the system is an existing project of long standing. The cost of this program has been and will be borne by the Mental Health Special Revenue fund.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project will improve an existing system that receives data from community mental health provider agencies, validates the data, and transmits data to the Department of Social and Health Services.

Business Plan alignment

MHCADSD is committed to serving the most vulnerable populations. Most of our funding for serving vulnerable populations comes from the Prepaid Health Plan contract. We must comply with HIPAA in order to maintain funding from the Department of Social and Health Services, which will allow us to maintain both direct and contracted service provisions.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Program Analyst III	14,049	3,412	\$ 17,461	
Epidemiologist	38,818	9,840	\$ 48,658	
Medical Director	10,265	786	\$ 11,050	
Assistant Manager	3,499	852	\$ 4,350	
Programmer Analyst IV	13,765	3,106	\$ 16,871	
Programmer Analyst III	76,428	19,173	\$ 95,601	
WAN Administrator	5,723	1,451	\$ 7,174	
Programmer Analyst	24,382	6,880	\$ 31,262	
Supplies	7,862			\$ 7,864
Capital Purchase			\$ 238,500	
TOTAL APPROVED EXPENDITURE			\$ 470,927	\$ 7,864

Budget Details

Operating fund Mental Health 1120; a new low org will be set up to segregate these expenditures from other system support expenditures.

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release. In Q1 2003, the Project Review Board, Business Management Council and the Technology Management Board will schedule a HIPAA compliance work program briefing, to be coordinated jointly with Public Health.

King County Council Actions

Approved as requested.

Department of Development and Environmental Services

INSPECTION REQUEST AND REPORTING SYSTEM

Sponsor:	Michael Frawley
Contact:	Michael Frawley/296-6711
Project#:	377114
2003 Budget Approved:	\$65,000

Project Description

This project is to add an Interactive Voice Response (IVR) option to the existing Permits Plus program, licensed from Accela, Inc. It will be used by the Department of Development and Environmental Service (DDES) customers to request inspections on building permits using a touch-tone telephone, update the Permits Plus Inspection Request data set, and schedule an inspection for the customer. This is an agency and function specific system that must work interactively with the Permits Plus database. It is not a general purpose IVR system. It would be installed as a turnkey system acquired through a competitively bid contract.

Outcome Measures

Business Outcomes

- DDES customers will have 24-hour access to inspection requests.
- Customer requests will be made more consistent with inspections already performed.
- Transcription of inspection requests from the existing voice mail system will be eliminated.
- DDES Inspectors will have a means to report inspection results from the field, updating the central Permits Plus database and minimizing in-office work each morning.

Technology Outcomes

- DDES will deploy a new IVR based technology to interface with its central database.

Existing Project Status

This project had been initially scheduled for implementation in 2001 and 2002, but was delayed due to revenue limitations and the need to balance revenue with operating costs.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project will replace 85% of voice mail traffic currently generated by the Inspections Section. This technology is proven technology and is a standard peripheral attachment to Permits Plus, used by many jurisdictions across the U.S. This technology is consistent with the Guiding Principles of the Strategic Technology Plan, specifically, in that it "enables effective and efficient service delivery." It uses off-the-shelf hardware and software. The hardware is open standard, although the software is proprietary to the vendor.

Business Plan alignment

The core business of DDES is the regulation of new construction activity of which field inspection of construction work is a critical component. A central value of DDES is "Innovation." This technology directly affects the inspection of new permit construction and provides an innovative way to provide quick and efficient service to our customers, while saving administrative effort.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Turnkey IVR add-on to Permits Plus			\$ 65,000	
TOTAL APPROVED EXPENDITURE			\$ 65,000	\$ -

Budget Details

Double budget with operating fund transfer;

Operating fund DDES 3200 to OIRM fund 3771, project #377114

CIO Recommendations and conditions

PRB review to provide oversight via a single funding release requiring Phase 1 & 2 deliverables.

King County Council Actions

Approved as requested.

Department of Executive Services –Emergency Management**REDUNDANT E-911, SELECTIVE ROUTER**

Sponsor:	
Contact:	Diane Newman/296-3858
Project#:	New
2003 Budget Approved:	\$1,171,745

Project Description

The E-911 system is currently served by one E-911 selective router located in downtown Seattle. This router is the hub of the system, and controls the routing of the 911 calls to the appropriate PSAP. This proposal would extend half of the 911 trunks to the Bremerton E-911 selective router, so half of the capacity of the E-911 system is served by each router. This project would eliminate the selective router as a single point of failure in the E-911 system.

Outcomes MeasuresBusiness Outcomes

- Redundant E-911 selective router added to E-911 system to eliminate the existing E-911 selective router being a single point of failure of the system.
- Will ensure that if one E-911 selective router fails, the E-911 system will continue to operate at half capacity.

Technology Outcomes

- Order Redundant E-911 selective router service from Qwest, develop plan for implementation, and coordinate with Qwest to ensure project completion.

Existing Project Status

This is a new project.

Existing Technology Environment and Alignment with Strategic Technology Plan

This router provides redundancy for 911 calls coming into all King County Public Safety Answering Points. 911 service is currently routed through one central point. By adding an additional router, survivability of 911 service in King County is increased. This project relates to the strategic goal of Improved Service.

Business Plan alignment

This project supports our core business plan which is 'Coordinate and advance E-911 systems to ensure expedient, reliable access for the public to emergency services, and promote disaster resistant communities by providing emergency management programs through partnerships and excellence in service. It also supports the below performance measures:

1. % of 911 calls routed to the correct PSAP
2. % of callers receiving busy signal
3. 90% of 911 calls are answered within 10 seconds in each hour

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Redundant E-911 Selective Router			\$ 1,171,745	
TOTAL APPROVED EXPENDITURE			\$ 1,171,745	\$ -

Budget Details

Operating fund Emergency Management 1110

CIO Recommendations and conditions

CIO approval is contingent on providing a management briefing to the Project Review Board on the status of the work program for this project.

King County Council Actions

Approved as requested.

WIRELESS PHASE II PSAP (PUBLIC SAFETY ANSWERING POINT) EQUIPMENT

Sponsor:	
Contact:	Diane Newman/296-3858
Project#:	377115
2003 Budget Approved:	\$377,587

Project Description

The Federal Communications Commission (FCC) has required that wireless companies implement Phase II wireless E-911 service by October 1, 2001, if the service is requested and the PSAPs are equipped to receive and utilize the information. Phase II service provides the PSAPs with the location information of the wireless 911 caller. Previous Budget proposals have included funding to install E-911 equipment at the PSAPs that is capable of receiving and displaying the information. This proposal will complete that project by installing E-911 equipment with mapping capabilities at the six remaining secondary wireless PSAPs.

Outcomes MeasuresBusiness Outcomes

- Equip six remaining PSAPs with the equipment necessary to receive and handle wireless 911 calls.

Technology Outcomes

- Determine specific equipment components to be ordered from Qwest, and coordinate with Qwest Project

Existing Project Status

We have installed E-911 equipment with mapping capability in all but six PSAPs. This funding will complete the project ensuring that all PSAPs in King County will have the technology available to receive and display wireless calls.

Existing Technology Environment and Alignment with Strategic Technology Plan

This final stage of a multi-year project provides equal capability for all PSAPs in King County to receive and display 911 information from wireless phones as wireless companies are able to provide that service. This project relates to the strategic goal of Improved/Expand Service.

Business Plan alignment

This project supports our core business plan which is 'Coordinate and advance E-911 systems to ensure expedient, reliable access for the public to emergency services, and promote disaster resistant communities by providing emergency management programs through partnerships and excellence in service. It also supports the below performance measure:

- % of 911 calls routed to the correct PSAP

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
53105 Wireless Phase II PSAP Equipment			\$ 232,665	
Wireless Phase II PSAP Equipment			\$ 144,922	
TOTAL APPROVED EXPENDITURE			\$ 377,587	\$ -

Budget Details

Double budget with partial operating fund transfer;

Operating fund Emergency Management 1110 to OIRM fund 3771, project #377115

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

Department of Executive Services – Finance

PEOPLESOFT E-APPS IMPLEMENTATION

Sponsor:	Paul Tanaka
Contact:	Marsha Knight/684-1616
Project#:	377116
2003 Budget Approved:	\$450,000

Project Description

The purpose of this project is to implement enhanced self-service capabilities available in version 8 of PeopleSoft but not yet utilized. The scope of the effort will include 1) Assessment of available HRMS functionality and fit-gap analysis to determine which of the existing functionality to implement to get the best value, 2) Redesign and standardize the affected business processes as needed, and 3) Prototyping, testing and rollout of the additional selected modules.

Outcomes Measures

Business Outcomes

- Employees are able to easily and securely access/update their personal HR/Benefits information (i.e. name, address, phone, marital status; benefit elections, validations, confirmations, pay advices, vacation accruals etc...) with appropriate levels of access rights
- Conduct Open Enrollment via the Internet
- Improved timeliness of changes to employee personal data
- Simplification of business processes for personal data input
- Improve the accuracy of personal data through more robust auditing practices
- Increased employee satisfaction with human resource and payroll services and processes
- Reduced costs associated with check/advice production
- Reduced Open Enrollment costs through a paperless process

Technology Outcomes

- Ability to access the system from any device with a browser
- Near 24X7 availability
- Expanded use of existing system capabilities

Existing Project Status

This is a new project.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project leverages existing capabilities of PeopleSoft HRMS that we haven't exploited yet. Taking advantage of web-based technology in order to reduce the costs associated with payroll and benefits business processes addresses the goal of the Strategic Technology Plan to normalize our technology and leverage its cost-savings aspects.

Business Plan alignment

The core business line this technology will support is Total Compensation. Implementing certain e-applications in PeopleSoft will reduce the cost of producing a paycheck and significantly improve our ability to enroll 80% (or more) of the employees paid out of PeopleSoft within 30 days of commencing Open Enrollment.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Project Manager	88,000	13,178	\$ 101,178	
Consulting Services	255,292		\$ 255,292	
IT Equip-Repair/Maintenance (License Fees)	100,000			\$ 100,000
TOTAL APPROVED EXPENDITURE			\$ 356,470	\$ 100,000

Budget Details

Double budget with partial operating fund transfer;

Operating fund Finance 5450 to OIRM fund 3771, project #377116

CIO Recommendations and conditions

- \$50,000 is approved to support the development of Phase 1&2 deliverables that are expected to be provided in Q1-2003 for the Project Review Board's review and approval.
- The release of the remainder of the funding is contingent on Project Review Board approval of the above materials.

King County Council Actions

Approved as requested.

Department of Executive Services-Information & Telecommunication Services

IT INFRASTRUCTURE EQUIPMENT REPLACEMENT

Sponsor:	Paul Tanaka
Contact:	Chris Richards/205-1379
Project#:	378206
2003 Budget Approved:	\$367,253

Project Description

This project will allow Information & Telecommunication Services (ITS) to replace and upgrade enterprise-wide IT equipment as required to provide a reliable computing environment for County staff. Pending Council adoption of an equipment replacement and fund management plan, aging equipment has not been replaced.

Maintenance costs will increase and performance bottlenecks will develop without timely replacement.

The implementation of the project will be reviewed by the Technology Management Board (TMB).

Outcomes Measures

Business Outcomes

- Equipment replacement will be more predictable, driven by documented needs.
- There will be specific, annual input to the budget process for equipment replacement.
- There will be a more effective approach to understanding the effects of planned changes.
- Within the governance process, there will be semi-annual reviews of planned and actual replacements, providing opportunities for stakeholder review and comment.
- Within the governance process, there will be specific mechanisms to prioritize equipment replacement; given there will not be sufficient funds to fill all requests.

Technology Outcomes

- More homogeneous and contemporary infrastructure which will support reliability and cost-effective operations.

Existing Project Status

Implementation of the project is pending Council review of the replacement plan. A copy of the proviso response is attached.

Existing Technology Environment and Alignment with Strategic Technology Plan

STP strategy B1 calls for the County to develop and implement more systematic equipment replacement plans so that the timing and nature of equipment replacement is consistent with our business needs. This equipment replacement plan is consistent with that strategy.

Business Plan alignment

This is crucial to the County's ability to deliver governmental services. ITS identified the following program in support of its core business. Operate, maintain, and support King County information and technology infrastructure. The performance measures will relate to increased reliability and effectiveness (throughput).

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Equipment Replacement			\$ 367,253	
TOTAL APPROVED EXPENDITURE			\$ 367,253	\$ -

Budget Details

Double Budget with partial operating fund transfer and technology bond fund;
Operating fund ITS 5531 and Technology bond fund 3434 to ITS Capital fund 3781, project # 378206

CIO Recommendations

With the understanding that an updated equipment replacement plan covering the 2003 request be provided to the Project Review Board to support a request for the release of funds.

King County Council Actions

Approved \$367,253, subject to the following provisos:

Section 110. ITS - TECHNOLOGY SERVICES -

PROVIDED THAT:

Of this appropriation, \$367,253 shall be expended only for a transfer to FUND 3781, for CIP project 378206, ITS Equipment Replacement.

PROVIDED FURTHER THAT:

Of this appropriation, \$22,507,585 shall be spent only on operating the ITS technology services division, and may not be expended or encumbered on equipment covered by the equipment replacement plan.

Section 118. CIP –

PROVIDED FURTHER THAT:

Of the appropriation in Fund 3781 for Project 378206, ITS Equipment Replacement, \$200,000 shall be expended only on purchasing critical capital equipment; no more than \$50,000 shall be spent to hire a consultant to develop an its technology services equipment replacement plan; and \$117,253 shall be expended only on purchasing capital equipment in accordance with an ITS technology services equipment replacement plan, prepared utilizing an outside consultant and submitted by the executive and only after the plan is approved by the council by motion.

The plan should be submitted to the council no later than July 1, 2003. **The plan shall be reviewed and approved by the technology management board, the business management council and the chief information officer before the plan is submitted to council.** The plan shall include, at a minimum: an inventory of existing equipment; equipment standards; a description of the function the equipment performs; the age and useful life of the equipment; a prioritization list, schedule and budget for replacement of the equipment; the failure cost of equipment failing or at risk for failure; and a proposal for establishing an equipment replacement reserve. The report must be filed in the form of 15 copies with the clerk of the council, who will retain the original and will forward copies to each councilmember and to the lead staff for the labor, operations and technology committee or its successor.

WINDOWS 2000/ACTIVE DIRECTORY IMPLEMENTATION

Sponsor:	Paul Tanaka
Contact:	Kevin Kearns/296-0660
Project#:	Existing Project
2003 Budget Approved:	\$0

Project Description

This project will replace the 65+ NT Domains with a single Active Directory forest.

Outcomes Measures

Business Outcomes

- Active Directory allows much better and finer control over resources (e.g., people, files, servers), and provides a robust platform for improving security.
- Upgrading to Windows 2000 Server and Active Directory will help reduce the complexities of our Windows NT environment. Reducing complexity generally reduces TCO.
- Facilitate consistent technology implementation County-wide.
- Provide improved inter-agency data communication and security.
- Facilitate access to County information for the public.
- Provide a practical way to manage distributed ownership of shared information.
- Improved tracking of County IT assets.
- Provide the server platform necessary to migrate the e-mail system to Exchange 2000.

Technology Outcomes

- Provide managed configuration deployment procedures.
- Establish common operating procedures.
- Reduction in the overall number of NT account domains thus providing King County staff with better access to information and network resources.
- Easier transfer of technical skills.
- Easier administration.

Existing Project Status

The project has already been approved by prior governance, and the funds have already been spent or encumbered. A consultant has been engaged to validate our assumptions and planning.

Existing Technology Environment and Alignment with Strategic Technology Plan

Relates directly to Strategy V. B7 System Administration, but a single directory structure is required for many other recommendations, such as increased security.

Business Plan alignment

This project directly supports, system and therefore, application availability and accessibility.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
TOTAL APPROVED EXPENDITURE			\$ -	\$ -

Budget Details

Operating Budget ITS 5531

Note: No additional appropriation authority requested in 2003 Budget.

CIO Recommendations

With the understanding that there will be a Project Review Board briefing in Q1-2003 on work plans.

King County Council Actions

Not Applicable.

Department of Executive Services – Records, Elections & Licensing Services

REALS EQUIPMENT REPLACEMENT

Sponsor:	Bob Roegner, REALS Manager
Contact:	Sean Bouffiou/296-1596; Walt Washington 205-0992
Project#:	377117
2003 Budget Approved:	\$130,712

Project Description

The Recorder's Office scans hard copy documents presented for recording daily. These scanned images become the basis of the official public record. Additionally the images are converted to microfilm, in duplicate, one copy of which is forwarded to the State archives as the permanent state record and the second copy retained as one of the permanent County records. These images are produced by using high-speed, high-quality scanning equipment. As of today, the two scanners have scanned over 5 million images. The core parts are beginning to fail. In addition, label and receipt printers are producing output that is at or exceeds normal capacity. Replacement of these devices is inevitable.

This proposal is to upgrade and/or replace aging equipment to maintain operations and increase reliability. In addition, equipment is planned to be deployed to King County's remote Community Service Centers (CSC's) increasing functionality and direct customer service. The addition of equipment deployed to the CSC's will allow remote recording of Marriage certificates and other documents and access to certified copies of recorded documents.

Outcomes Measures

Business Outcomes

- Continuous processing with no down time
- Ability to meet statutory deadlines for document recording

Technology Outcomes

- Successful implementation

Existing Project Status

The impact of not providing this funding is equipment will inevitably fail making it more difficult, if not impossible, to meet our statutory requirements and provide the level of customer service we strive to provide. This planned and coordinated replacement is aligned with the principles in the Strategic Technology Plan and will avoid an uncoordinated and emergency-type response when business operations are halted or significantly restricted due to equipment failure. In addition, if equipment is not purchased in support of the remote functionality, full

implementation of the OARS project will not be realized, customer service will be negatively impacted and inefficiencies will be unnecessarily continued.

Existing Technology Environment and Alignment with Strategic Technology Plan

This request replaces existing, aging equipment and peripheral devices as well as adds equipment which leverages technology to increase access to and the provision of County services. The Recorder's O & M Funds are specifically dedicated to maintaining equipment necessary to preserve and protect the integrity of recorded and archived public documents.

Business Plan alignment

This request is directly related to the core business function of providing recording services, and is in line with the Division goal of utilizing technology and other means to provide high-quality, responsive customer service.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
EDP Equipment and Software			\$ 117,437	
EDP Supplies			\$ 13,275	
TOTAL APPROVED EXPENDITURE			\$ 130,712	\$ -

Budget Details

Double Budget with operating fund transfer;

Operating fund Recorder's O&M 1090 to OIRM fund 3771, project #377117

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

A special briefing on the status of this project will be scheduled for the Project Review Board in Q1-2003.

King County Council Actions

Approved as requested.

ONLINE AUTOMATED RECORDING INITIATIVE

Sponsor:	Bob Roegner, REALS Manager
Contact:	Sean Bouffiou/296-1596; Walt Washington 205-0992
Project#:	377118
2003 Budget Approved:	\$381,442

Project Description

This request is to fund the second portion of Phase IV of a four-phase electronic/automated recording system initiated in 1997. Phase I was implemented in 1999/2000. Phase III was implemented in 2001. Phase II and the first portion of Phase IV are currently being implemented in 2002. Phase IV will provide off-site recording capability to our high volume recording customers, title companies and other government agencies. It will provide the ability for them to scan, index and transmit recording information from the convenience of their offices to the Recorder's Office for final processing. This project will decrease the volume of documents being mailed back to customers, will reduce the backlog in data entry, reduce volumes of documents to be imaged, and still maintain the high-level of customer service we provide today. This project will move King County into the new technological arena of e-Recording that other large counties are already taking advantage of.

e-Recording is the future of recording real estate-related transactions and other public documents via electronic transmission. It simplifies the nature of the recording business (submission, acceptance, indexing, imaging, returning) and drastically reduces the number of times a document is handled. The opportunity for errors is greatly reduced and the practical ability to make corrections quickly is magnified. Cost benefit will be appreciated by both submitter(s) and acceptors (King County).

Outcomes Measures

Business Outcomes

- Business and eGovernment partners participate in e-Recording
- Increase in documents recorded per FTE
- Increased turnaround time for availability of images to business customers
- Decrease in backlog of secondary indexing
- Electronic payment system for recorded documents

Technology Outcomes

- Private and eGovernment partners successfully interact with the recording system
- Customers successfully process ACH, credit and debit card payment on-line via web technology

Existing Project Status

Phases I and III have been completed as part of the four-phase project (Business Analysis, Alternatives Analysis, Design, Implementation). Phase II is expected to be complete in 2002 and Phase IV is planned to commence in 2002. This request is the final step of the fourth and last phase of the OARS project.

The impact of not completing this project will be the need to continue to perform our mission-critical functions as they are performed by staff members resulting in further and higher backlogs and a greater risk of error and liability. It is becoming more and more difficult to maintain statutory requirements with present staff levels. This technology will make meeting these requirements more realistic with fewer errors and fewer or no backlogs.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project enhances the existing manual recording system by allowing for the acceptance of documents both physically and electronically. All functionality (collection of funds, indexing, imaging, etc.) will be electronic and co-exist with manually-recorded documents seamlessly.

Business Plan alignment

This request is directly related to the core business function of providing recording services, and is in line with the Division goal of utilizing technology and other means to provide high-quality, responsive customer service.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Software development and installation to automate indexing of recorded documents			375,742	
Server			5,000	
Nt License			700	
TOTAL APPROVED EXPENDITURE			\$ 381,442	\$ -

Budget Details

Double budget with operating fund transfer;

Operating fund Recorder's 1090 to OIRM fund 3771, project #377118

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

A special briefing on the status of this project will be scheduled for the Project Review Board in Q1-2003.

King County Council Actions

Approved as requested.

Department of Natural Resources and Parks

ESA DATA MANAGEMENT – INFRASTRUCTURE PHASE 3

Sponsor:	ESA/SAO Data Management
Contact:	Nancy Bergstrom/296-8461; Gary Hocking/296-3791
Project#:	Existing 423532
2003 Budget Approved:	\$125,000

Project Description

This is the final phase of the Endangered Species Act (ESA) data management project. In this phase, database server(s) will be acquired to function as the county's production geospatial database engine. This new backend database engine functionality is needed to support the ESRI Arc 8 software environment. The existing Unix based database server will run in parallel to the new environment while applications are ported and data is modeled to the new Arc 8 software and database environment.

Outcomes Measures

Business Outcomes

- A significant improvement in the overall reliability of the county production GIS database as a result of system redundancy that will be included in the architecture of the new system;

Technical Outcomes

- Support for the new ESRI geospatial database model that is needed in order to migrate King County to ArcGIS version 8 software, that is designed by ESRI to operate in the Windows 2000 environment;
- A reduction in the overall complexity of administering this database server as a result of moving to a Windows 2000 Server environment from Unix.

Existing Project Status

In 2001, the first phase of this project, an upgrade to the existing Compaq ES40 database server was completed on schedule and under budget.

In 2002, phase 2 of this project will begin implementing a new GIS data warehouse environment. The Project Review Board approved the release of funds for Phase One through Three in the amount of \$125,000 in September, 2002. It is projected that this phase of the project will be completed in Q1/2003. Prior to this project, the data warehouse and production environments resided on the same hardware. This is not a desirable architecture either from a performance or reliability perspective.

Existing Technology Environment and Alignment with Strategic Technology Plan

The existing technology environment is:

Compaq/DEC ES40 server running Tru64 UNIX, Oracle 8i and ESRI Arc SDE

The technology by this project:

Dell 4600 or 6600 class multi-processor server running Windows 2000 Server, Microsoft SQL 2000 Server or Oracle 9i (will be determined by a cost/performance analysis) ESRI ArcSDE (spatial database engine) King County GIS standard.

We believe that this project supports the strategies recommended in the Strategic Technology Plan by implementing a replacement infrastructure based upon industry standard hardware and de-facto county standard database and GIS software.

Business Plan alignment

The project was started to support the complex natural resource analysis such as the listing of Chinook salmon and bull trout as "threatened" species under the Endangered Species Act (ESA). The issues defined in response to ESA highlighted the recurring need for enhanced data development, data management and inclusion of new data sets into GIS from a wide variety of disciplines throughout King County government. GIS is an environment that supports the interdepartmental coordination and collaboration in acquiring, managing, accessing and analyzing data. The continuation of this project directly supports the Executive's vision for comprehensive GIS data and services by

enhancing the GIS infrastructure. The geospatial database engine will support these key issues defined by the Executive and restated in the King County Strategic Technology Plan:

- Single point of contact for services and data
- Provide accurate, consistent, accessible and comprehensive data

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
EDP Hardware			\$ 125,000	
TOTAL APPROVED EXPENDITURE			\$ 125,000	\$ -

Budget Details

Capital fund DNRP 4616, project #423532

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

ASSET AND MAINTENANCE MANAGEMENT SYSTEMS

Sponsor:	Tim Aratani
Contact:	Ade Franklin 684-1293
Project#:	Existing 423493
2003 Budget Approved:	\$550,000

Project Description

Project 423493 Information Systems is comprised of two projects: The Plant and Conveyance Control System Project (\$3,090,000) and the Asset and Maintenance Management Systems (\$550,000). The purpose of the Plant and Conveyance Control System Project is for data collection, management, and reporting related to the operations of the Wastewater Treatment agency. The Office of Information Resource Management has determined that the Plant and Conveyance Control System project is an operations process control system and will not fall under the information technology governance reviews.

Outcomes Measures

Business Outcomes

- Complete Request for Proposal for Engineering Services
- Select engineering consultant and Award contract
- Establish project team; roles and responsibilities

Technical Outcomes

- None

Existing Project Status

Budget for the Asset and Maintenance Management Systems is include in the 2003 rate under project 423493 Information systems (\$550,000). The balance of the 2003 request for project 423493 will support the Plant and Conveyance Control System.

Existing Technology Environment and Alignment with Strategic Technology Plan

The Mainsaver computer system was originally installed to track maintenance work orders. The needs resulting from the creation of the Asset Management Section are anticipated to be significantly higher than the capabilities of Mainsaver. The system is of concern, not only because physical components are failing, but also because the system cannot meet the anticipated needs of the Division in its current configuration.

R2D2 was developed as a tool that would download asset data from Mainsaver and analyze that data to create an asset replacement list. A lack of data in Mainsaver has prevented R2D2 from successfully accomplishing its intended task. Additional data would need to be entered into Mainsaver for R2D2 to create a useful asset replacement list. However, even with R2D2 running optimally, the Asset Management Section would not have all the tools needed to be successful at managing Division assets.

A well-designed and integrated computer system is needed to collect and analyze the data required to implement a successful asset and maintenance management program. Mainsaver and R2D2 were installed to complete smaller, more specific tasks and were not intended to meet all the needs now being envisioned for the Asset Management Program. Mainsaver and R2D2 may be part of the final computer system, but alone they are not a viable solution.

Business Plan alignment

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			\$ 550,000	
TOTAL APPROVED EXPENDITURE			\$ 550,000	\$ -

Budget Details

Capital fund DNRP 4616, project #423493

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

FRESHWATER ASSESSMENT PROGRAM

Sponsor:	
Contact:	Kevin Yokoyama/296-8004
Project#:	Existing 423550
2003 Budget Approved:	\$3,117,080

Project Description

The Freshwater Assessment Program (FAP) is a coordinated water resource modeling and monitoring project that will provide scientific information on water quality and hydrologic conditions in both the Lake Washington and Green River watersheds. The Sammamish Washington Analysis and Modeling Program and the Green River WQA are the coordinated subtasks of the FAP. The FAP provides technical tools, data, modeling, and analysis to multiple programs in King County.

Outcomes Measures

Business Outcomes

- This information will support several King County Department of Natural Resources programs such as Brightwater, reuse, comprehensive planning, the CSO program, the Wastewater Habitat Conservation Plan, and Water Resource Inventory Area (WRIA) salmon conservation planning.

Technical Outcomes

- Coordination and incorporation of data and analysis needs of on-going programs with the database needs of the Department and efforts to develop data warehouse capabilities.

Existing Project Status

Currently, monitoring programs are progressing on schedule, collecting the data necessary to develop and calibrate the water quality models. The models for Lake Washington are in final design and are expected to be complete in

2002. The model for Lake Sammamish and surrounding sub-watersheds are in pre-design. The Lake Union model will move into pre-design when staff become available. The model for the Green WQA is in pre-design.

Existing Technology Environment and Alignment with Strategic Technology Plan

This information will support several King County Department of Natural Resources programs such as Brightwater, reuse, comprehensive planning, the CSO program, the Wastewater Habitat Conservation Plan, and Water Resource Inventory Area (WRIA) salmon conservation planning. A significant effort has been made to coordinate and incorporate data and analysis needs of the on-going programs with the database needs of the Department and efforts to develop data warehouse capabilities.

Business Plan alignment

The program budget and activities were designed to expedite activities in years 2000 -2003 to provide scientific data and analysis for multiple King County projects, including the Brightwater Treatment Plant Siting, Conveyance System Improvement Projects, Wastewater Treatment Division Habitat Conservation Plan, Reuse, and WRIA salmon conservation planning.

Currently, monitoring programs are progressing on schedule, collecting the data necessary to develop and calibrate the water quality models.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			\$ 3,117,080	
TOTAL APPROVED EXPENDITURE			\$ 3,117,080	\$ -

Budget Details

Capital fund DNRP 4616, project #423550

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

Department of Public Health

PERSONAL COMPUTER OS AND PRODUCTIVITY UPGRADES

Sponsor:	
Contact:	Susan Eisele/205-5676
Project#:	New
2003 Budget Approved:	\$300,000

Project Description

This upgrade will allow Public Health to continue to maintain software compatibility within King County, the State of Washington, other federal government agencies, the health and academic community, and other entities that Public Health does business with. The current desktop operating system and office productivity software is over 5 years old and Microsoft has announced the support will cease for the Win'98 and Office 97 software versions (the versions currently in use by Public Health) in 2003. Public Health works closely with the state Dept. of Health (DOH) and the national Center for Disease Control (CDC) both of whom have migrated to the current version for their desktops, which renders the information and files they send to us un-useable by our staff due to software incompatibility.

There are many Microsoft Access databases that Public Health is required to use that are not available in Office 97 format. In order to comply with internal and external requirements, Public Health has to upgrade its desktop operating system and productivity software in 2003.

Outcomes Measures

Business Outcomes

- Public Health's desktop computing environment will remain compatible and meet the requirements of the Department of Health (DOH), the Center for Disease Control (CDC), the federal government and other partner organizations we work closely with.
- Public Health will meet the HIPAA Privacy and Security requirements.
- Public Health will meet the Bioterrorism Grant requirements.
- Public Health's desktop computing environment will be vendor supported.

Technology Outcomes

- Public Health's desktops will be standardized on Microsoft XP operating system and Office Productivity software.
- Public Health estimates to have one quarter to one half of all desktop's upgraded to XP by the end of 2003 unless other priorities arise.

Existing Project Status

Not Applicable.

Existing Technology Environment and Alignment with Strategic Technology Plan

This upgrade aligns with virtually all of the Guiding Principles outlined in the Strategic Technology Plan. Specifically, B. Information Technology as Enabling More Effective and Efficient delivery systems, C. Information Technology Standards, D. Access to information and Services, E. Business Process Improvement, F. Privacy and Security are all met by upgrading existing OS and Productivity suite of software.

Business Plan alignment

This relates to Public Health core business by providing and maintaining the technical tools and infrastructure that is needed to perform the daily operations of all the divisions. It directly supports both the strategic and operational goals of Public Health.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
EDP Software			300,000	
TOTAL APPROVED EXPENDITURE			\$ 300,000	\$ -

Budget Details

Operating fund Public Health 1800

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

FSI PHARMACY SYSTEM ENHANCEMENTS

Sponsor:	Public Health, Seattle & King County
Contact:	Susan Eisele/205-5676
Project#:	
2003 Budget Approved:	\$51,915

Project Description

FSI is the system in use for pharmacy activities and manages pharmacy order entry and billing. This request comprises of a technical adjustment to reflect operating costs, addition of drug information component, and security upgrade for HIPAA compliance, server and printer maintenance.

Outcomes Measures

Business Outcomes

- Public Health will realize efficiencies through on-line claim adjudication for pharmacy billing and reporting integration between the dispensing systems and the pharmacy.
- Public Health will meet the HIPAA Privacy and Security requirements.
- Enhance drug information will be available to pharmacy staff

Technology Outcomes

- Upgrade to existing pharmacy software will be implemented in 2003.

Existing Project Status

Not Applicable.

Existing Technology Environment and Alignment with Strategic Technology Plan

This upgrade aligns with virtually all of the Guiding Principles outlined in the Strategic Technology Plan.

Specifically, B. Information Technology as Enabling More Effective and Efficient delivery systems, C. Information Technology Standards, D. Access to information and Services, E. Business Process Improvement, F. Privacy and Security are all met by upgrading, adding the drug information component and achieving HIPAA compliant security.

Business Plan alignment

The FSI system (which supports the Pharmacy Services program) is located within Public Health's business plan's Practice Support Program line of business.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
			51,915	
TOTAL APPROVED EXPENDITURE			\$ 51,915	\$ -

Budget Details

Operating fund Public Health 1800

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

EMERGENCY MEDICAL SERVICES REGIONAL DATA COLLECTION PROJECT

Sponsor:	Public Health, Seattle & King County
Contact:	Michele Plorde/205-1056
Project#:	Existing
2003 Budget Approved:	\$172,000

Project Description

Accurate and reliable data is integral to the effective and efficient operations of the King County Emergency Medical Services (EMS) system. The Regional Data Collection (RDC) Project is an ongoing cooperative effort by the EMS Division to design and implement a countywide system that would allow electronic collection and distribution of the data from the Medical Incident Report Form (MIRF) by the thirty-three EMS agencies in King County.

The goal of the RDC project is to implement a fully electronic data collection system in order to improve the quality of the information, make the process of gathering the data more efficient, allow for easier access to the aggregate data by EMS agencies and support continuous quality improvement efforts. Improved data quality will ensure accuracy in reporting, assist with estimating future demands, and contribute to the timely evaluation of EMS programs and outcomes. Ultimately, the system will reflect seamless connectivity between EMS agencies, emergency departments, and the EMS Division while adhering to strict policies of patient confidentiality and security.

Efforts have focused on designing a system that will accommodate agency specific systems and yet maximize system efficiency. Components of the design include standardizing the data elements countywide, construction of a data warehouse in which to store the aggregate data, and assessing how to provide access to the aggregate data.

Outcomes Measures

Business Outcomes

- Public Health, EMS Division anticipates cost savings through the reduction of data entry fees and printing costs.
- Public Health, EMS Division will realize improvements in quality of information, efficiencies in data gathering, access to aggregate EMS agency data, and accuracy of reporting.
- Public Health EMS Division will be able utilize the data in its evaluation of programs offered.
- Public Health will meet the HIPAA Privacy and Security requirements.

Technology Outcomes

- An electronic Medical Incident Report Form (MIRF) will be developed.

Existing Project Status

At this time, ten EMS agencies are collecting data electronically and transferring the information to the EMS Division. These agencies include: Auburn Fire Department (FD), Bellevue FD, Federal Way FD, Kent FD, Kirkland FD, the Port of Seattle, Redmond FD, SeaTac FD, Shoreline FD, and Fire District #40. Six more agencies are interested in participating in the next six months. The EMS Division is in the process of standardizing data collection methods, establishing regular and timely submission of data to the EMS Division, and following up on the recommendations provided by a consultant in December 2001. The consultant was specifically required to review the security aspects of the project and concluded that the design met standard security standards, including the new HIPAA requirements.

Additional areas of focus include development of a fully electronic data collection form (including handwriting recognition of the narrative) and provision of a countywide data analysis tool. These are reflected in the Alternate Input Device (AID) Project and utilization of the Proclarity analysis tool.

The AID Project, a subset of the RDC, is designed to test tablet options for EMS data collection in the field and develop the specifications necessary for a software product that allows the narrative to be completely captured in electronic form using current handwriting recognition capabilities. The Proclarity analysis tool has a web-based option (Enterprise) that will allow multiple licensed users to access EMS data through secured lines via the Internet.

The EMS Division has had specific Strategic Initiative funds to support the development and implementation of the Regional Data Collection Project. In the year 2003, funds will be expended primarily for continued development of the electronic MIRF. After the year 2004, the funds will be reduced to maintenance levels. Not supporting this effort would cause critical delay in the acquisition and processing of EMS data and impact the effective and efficient management of the EMS system.

Existing Technology Environment and Alignment with Strategic Technology Plan

The Regional Data Collection Project meets all of the Strategic Technology Plan strategies, including the provision of more effective and efficient delivery of services, establishment of information technology standards, access to information in a seamless self-service manner, improvement of business processes, and the protection of information.

Business Plan alignment

The Regional Data Collection project was identified as one of the strategic initiatives in the 1998-2003 EMS Strategic Plan and contributes to ongoing management of EMS operations, regular reporting requirements, and evaluation of EMS programs.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
EDP Supplies			\$ 5,000	
Contracting Services			\$ 142,000	
EDP Hardware			\$ 10,000	
EDP Software			\$ 15,000	
TOTAL APPROVED EXPENDITURE			\$ 172,000	\$ -

Budget Details

Operating fund EMS 1190

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

Department of Transportation – Transit

INFORMATION SYSTEMS PRESERVATION

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432345
2003 Budget Approved:	\$272,423

Project Description

The project funds replacements and upgrades for: database, file and application servers; applications and operating systems, and switches and other LAN equipment. This project does not include telecommunications or WAN equipment.

The architectural strategy of the server portion of this project is separate production and test/ development environments. Separate servers exist for file/print and network management; databases, applications, and internal and external WEB. A storage area network is in place for UNIX machines in Key Tower. A tape backup system has been installed for NT servers in the King Street Center. Overall, Transit has concentrated on Digital Unix and Windows 2000 operating systems for most servers except for File/Print servers, which use Novell, Netware 5. Transit is aware of the need to migrate from Digital Unix and will continue to evaluate this issue.

Outcomes Measures

Business Outcomes

- Keep information systems infrastructure operating at the service levels needed to meet current business needs.

Technology Outcomes

- Upgrade to vendor supported versions of hardware, software and operating systems to maximize stability and minimize support staff effort.
- Develop separate production and backup/test environments for servers to maximize stability.

IS Pres-Stop Information System

Business Outcomes

- Replace outdated system used to store and maintain stop information. Integrate functions for attributing, sequencing, and geo-locating stops into a single application.
- Make the full set of stop and stop-sequence data accessible to all agency end-user groups.
- Improve data quality and simplify maintenance.

Technology Outcomes

- Eliminate FOCUS and Paradox.
- Incorporate bus stop information maintenance, stop geo-location, and route stop-sequencing into a single integrated environment.

IS Pres- GIS to NT Migration

Business Outcomes

- Reduce agency costs for hardware acquisition and support.

Technology Outcomes

- Migrate all GIS data, users and applications from UNIX to NT.

IS Pres- Security Application

Business Outcomes

- Accommodate changing business needs of Transit Security and reduce application support costs.

Technology Outcomes

- Replace existing application with a web application.

Existing Project Status

This program has been in place for 6 years and is ongoing. Major categories are 1) hardware that includes computers and their major components (processors, memory and storage disks/arrays), 2) network switches, wiring and other LAN equipment, 3) application software upgrades and replacements, and 4) operating system migrations.

A project review board, composed of MITT staff, review and reforecast system preservation needs annually, based on current standards (4 year server life), system architecture plans, system assessments, input from client groups and vendor support.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project aligns with the following strategies listed in the King County Strategic Technology Plan:

- (B1) Establish a comprehensive asset management function. This program puts in place a planned and budgeted multi-year replacement cycle for critical infrastructure. Replacements are based on functional assessments and consider the cost of procurement and upgrades versus ongoing repair and maintenance expenses.
- (B3) Strengthen system security. Components funded by this program support Internet usage (proxy servers) and network security (domain control, network management tools).
- (B4) Strengthen business continuity capabilities. Various components funded by this program support business continuity including tape backups and SANs technology.
- (C1) Standardize technology including infrastructure, hardware, and applications software. A primary emphasis of the program is to continually build and maintain an infrastructure architecture which is supported by the marketplace (both vendors and staff skill sets) and allows efficient, shared use of resources (e.g. allows consolidation of applications, databases, and other services).
- (C3) Standardize County technical approach for applications integration. Transit's Distribution Database is the primary mechanism for application data integration. The Stop Information System also supports applications integration by aligning the data specifications and business processes for geographic, attribute and scheduling data.
- (C5) Consolidate hardware around the County. One of the principle goals of the program is to provide consolidated services that can be shared among all transit work groups. Examples include the consolidation of Novell file/print services from 4 servers into two with further consolidations planned. Oracle and SQL Server databases have been consolidated into centralized production/test/development environments containing multiple shared instances.

Business Plan alignment

This project supports all 4 of Metro Transit's core businesses listed in the Department of Transportation 2003 Business Plan: providing regularly scheduled bus service, providing paratransit service for the disabled, providing rideshare services and providing contracted services. Hardware and applications infrastructure supported by this project are transit-wide.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			223,407	
Design/Alternatives Analysis			237,435	
Implement/Construct			(213,419)	
Contingency/Reserve			25,000	
TOTAL APPROVED EXPENDITURE			\$ 272,423	\$ -

Budget Details

Capital fund Transit 3641, project #A00204

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

PERSONAL COMPUTER REPLACEMENT

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432279, 432596
2003 Budget Approved:	\$716,441

Project Description

The PC Replacement project was created to fund the replacement of personal computers, peripherals (printers/plotters/projectors) and operating systems when the age of the equipment exceeds the service life or the equipment is no longer able to perform the original function. The PC Replacement project is a means to ensure funding to maintain current personal computer functionality and inventory.

Outcomes Measures

Business Outcomes

- Timely replacement of Transit and Department of Transportation Administration desktop assets, to ensure existing functionality and inventory and to minimize support costs.

Technology Outcomes

- Quarterly review and publication of PC and laptop standards.
- Periodic operating system upgrades, to maintain a uniform desktop environment throughout transit.

Existing Project Status

This is an ongoing project, with no end date. PC and Laptop standards are revised quarterly. The standards have been developed to provide users with computers that are cost effective yet powerful enough to be useful for the four-year replacement cycle. Replacement machines come with operating systems but not Microsoft Office, since KCM already has sufficient Microsoft Office licenses. Operating System (OS) upgrades are purchased every 4 years to maintain a uniform desktop environment. These upgrades allow older machines to be brought to the same OS level as newer replacement machines. Having a uniform OS reduces desktop variation thereby reducing LAN admin support requirements. It simplifies desktop setup and application development by requiring fewer deployment versions. Enterprise desktop management tools such as image creation and virus signature updates are improved by reducing the number of different images and patches. Current asset life is 4 years for personal computers and laptops, 5 years for network printers and 4-6 years for peripherals such as plotters and specialized printers. These agree with lifecycles discussed in the King County's Equipment Replacement Best Practices and Guidelines.

Existing Technology Environment and Alignment with Strategic Technology Plan

The PC Replacement Project is aligned with the King County Strategic Technology Plan because it promotes standardized technology (Strategy C1) and provides a controlled PC purchasing program that would utilize the output of an asset management system (Strategy B1).

Business Plan alignment

The PC Replacement meets the needs of all Transit core business listed in the DOT Business Plan: providing regularly scheduled bus service, paratransit service, rideshare services and contracted services. The project is a means to maintain current desktop functionality throughout Transit.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			3,648	
Implement/Construct			742,793	
Contingency/Reserve			(30,000)	
TOTAL APPROVED EXPENDITURE			\$ 716,441	\$ -

Budget Details

Capital fund Transit 3641, project #A00206

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

ADA MOBILE DATA TERMINALS

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432337
2003 Budget Approved:	\$1,963,535

Project Description

This project will provide hardware and software integration to automate the transmission and collection of paratransit data through Windows CE-based mobile data terminals (MDTs), odometer readers and global positioning-based automatic vehicle location (AVL) equipment in each ACCESS vehicle. The system will allow real-time data collection, reduce voice radio traffic, and minimize dispatch and data entry staff requirements.

Outcomes Measures

Business Outcomes

- Increase the productivity of Paratransit service.
- Reduce the amount of time spent reconciling manifests with scheduling system data (trip editing).
- Reduce the amount of voice radio traffic between drivers and dispatch.
- Improved data availability and turnaround time for scheduling, NTD, etc.

Technology Outcomes

- Allow ACCESS interactive voice response system to notify customers that their van is a few minutes away, thus implementing curb-to-curb service.

Existing Project Status

The project has been funded and has been in the planning phase for some time. The 30-vehicle test will be implemented in 2002. Full project implementation is expected in 2003.

Phase	From Date	To Date
Planning	3Q95	2Q02
RFP Development	2Q00	3Q01
Vendor selection	3Q01	4Q01
Contract negotiations	4Q01	2Q02
30-vehicle pilot	3Q02	4Q02
Full implementation	1Q03	3Q03

Existing Technology Environment and Alignment with Strategic Technology Plan

This project is relevant to Strategy C4 of the King County Strategic Technology Plan since it is purchasing commercially available software and hardware with little customization.

Business Plan alignment

This project supports the Metro Transit core business process of providing paratransit service for the disabled. It contributes to the effectiveness and efficiency of service delivery and meeting ADA demand.

This project enhances the existing technology environment within ACCESS Transportation.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			(5,000)	
Design/Alternatives Analysis			161	
Implement/Construct			1,738,020	
Contingency/Reserve			230,354	
TOTAL APPROVED EXPENDITURE			\$ 1,963,535	\$ -

Budget Details

Capital fund Transit 3641, project #A00010

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved \$1,963,535 subject to the following proviso:

Section 118. CAPITAL IMPROVEMENT PROGRAM -

PROVIDED THAT:

Of this appropriation \$1,963,535 shall be expended only on CIP project *A00201. ADA Fleet Mobile Data Terminals, after the council has received and approved by motion a report on the results of the transit division's mobile data terminals 30-vehicle pilot program.

The original and 16 copies of the report must be filed with the clerk of the council who will retain the original and forward copies to each councilmember and to the lead staff of the transportation and regional transit committees.

*Transit is aware of the project number error between the Budget Details and the Proviso.

ADA BROKER EQUIPMENT

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432092
2003 Budget Approved:	\$41,740

Project Description

Funding from this project has been used for the ongoing purchase and/or upgrade of telephone, computer and related hardware and software required to operate Metro's ADA paratransit program. The project funded the original ACCESS call center telephone/ACD system and computerized scheduling/dispatch system in 1993.

In 1996, the project funded hardware for a Wide Area Network to allow real-time dispatching and other data communications between broker, service operators and Metro administrative staff. In 2000, this project funded licenses to migrate to the Windows version of the scheduling/dispatch software and to add its ADA certification module. In 2001, the project funded an interactive voice response (IVR) system that allows riders to use a touch-tone phone to cancel or confirm rides 24 hours per day. In 2002, the IVR system will be enhanced to allow riders to book rides without the assistance of a call taker. A dial-out module, which will call to notify riders when their ACCESS van is a few minutes away will also be installed when the ADA Mobile Data Terminal project is implemented.

Outcomes Measures

Business Outcomes

- Allow riders to book calls without the assistance of a call taker and outside of call center reservation hours through enhancement of Paratransit's IVR system.
- Allow TTY users to access the interactive voice response system as voice telephone users do.

Technology Outcomes

- Allow ACCESS interactive voice response system to notify customers that their van is a few minutes away, thus enabling the implementation of curb-to-curb service.

Existing Project Status

This is an ongoing project, and has been in the implementation phase since 1993. While no additional appropriations were anticipated beyond 2001, additional funding is being requested in 2003 to enhance the IVR System.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project is relevant to Strategy C4 of the King County Strategic Technology Plan since it is purchasing commercially available software with little customization.

Business Plan alignment

This project supports the Metro Transit core business process of providing paratransit service for the disabled. It contributes to the effectiveness and efficiency of service delivery and meeting ADA demand. It would be very difficult to manually schedule the 3,800 ACCESS rides provided each day, and it would be impossible to perform such actions as recalculating schedules as each trip is completed, or to schedule based on user-defined parameters. Analytical tools provided by the software allow staff to investigate ways to improve productivity. The dial-out module of IVR will enable Accessible Services to implement curb-to-curb service for most riders, with an anticipated improvement in productivity.

This project enhances the existing technology environment within ACCESS Transportation by adding capacity and features to the Interactive Voice Response System that was installed in 2001. Although the project was originally used to purchase both hardware and software, its strategy has evolved in recent years. The contracted service operators now purchase computer hardware and other equipment that is expected to become obsolete during the life of a contract with costs that are amortized into their rates. Capital funds are now reserved for software licenses and other items of "infrastructure" required to run the ACCESS program, so the County retains ownership and has the ability to move them from one contractor to another if necessary.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Implement/Construct			41,740	
TOTAL APPROVED EXPENDITURE			\$ 41,740	\$ -

Budget Details

Capital fund Transit 3641, project #A00331

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

RADIO AND AVL REPLACEMENT

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432466
2003 Budget Approved:	\$523,000

Project Description

The transit radio system and Automatic Vehicle Location (AVL) is considered a mission-critical system for Operations, Vehicle Maintenance, Power and Facilities, Transit Safety and Transit Security. The radio/AVL system also includes a Computer-Aided Dispatch (CAD) function that is the primary method of emergency notification, incident management and response, schedule management, service coordination and communications associated with restoring service.

This project will provide a life cycle replacement of the existing radio and CAD/AVL systems and ensure the continuity of operational communications during the replacement period. The system was installed in 1990-1992 and is due for replacement by about 2005, both because of its age and because of new FCC regulations affecting the spectrum used by the system. Because of these regulations, the system will require a major re-engineering design effort. If the radio system is not replaced in a timely manner, users will start to experience interference and other operational problems due to new licensees on new narrow-band frequencies adjacent to the transit radio channels.

This project is working closely with the On-Board System (OBS) and Regional Fare Coordination System (RFCS) projects to review requirements for the new Driver Display Unit and Vehicle Logic Unit, which will be procured by the RFCS and OBSI, respectively, and integrated with the Radio/AVL system when they are installed. We are also coordinating on AVL requirements.

Outcomes Measures

Business Outcomes

- Replace radio system before communication with bus driver's experiences major interference due to new FCC regulations and failure of existing radio units.

Technology Outcomes

- Replace existing radio system with a system that meets current technology standards and new FCC requirements.
- Integrate equipment with OBS and Smart Card projects.

Existing Project Status

The project is underway and major milestones include the following:

Milestone	End Date	Status
Document user requirements	4Q01	Complete
Issue RFP for radio engineering support	4Q01	RFP issued (12/2001) and consultant has been selected (5/2002)
Secure necessary spectrum for system replacement	4Q02	Wireless legal consultant hired; awaiting engineering assessment
Complete technical requirements and system design	1Q03	Engineering consultant has started on system assessment.
Issue RFP for replacement system	4Q03	
Award contract	2004	
Installation/implementation	2005	Installation should start in late 2004
Issue Final Acceptance	4Q06	

Existing Technology Environment and Alignment with Strategic Technology Plan

This lifecycle replacement project is consistent with strategies C4 and C5 of the King County Strategic Technology Plan. As part of the life-cycle replacement, the system will adopt current technology wherever appropriate, strategy

C4. (In this case, the current radios are no longer made and the system must be replaced before spare radios are exhausted.) Current technology may include changes such as adapting to the use of digital rather than analog radio and incorporating the Global Positioning System (GPS) for vehicle location calculations. A key objective for this and related projects is to save capital and operating costs by moving toward a modular, open architecture, in which various processes can share common hardware platforms instead of redundant processors, strategy C5.

Business Plan alignment

This lifecycle replacement project supports two core transit businesses listed in the DOT 2003 Business Plan, providing regularly scheduled bus service and providing contracted services, such as special event bus service.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			139,538	
Design/Alternatives Analysis			2,654	
Implement/Construct			380,808	
TOTAL APPROVED EXPENDITURE			\$ 523,000	\$ -

Budget Details

Capital fund Transit 3641, project #A00453

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

RIDER INFORMATION SYSTEMS

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432272, 432369
2003 Budget Approved:	\$9,773

Project Description

This project encompasses a variety of information improvements designed to increase customer access to transit information. It specifically includes the development of on-line resources for direct customer access to transportation information and services including bus timetables, transit trip itinerary planning, ride-matching and online pass sales opportunities.

This is a two-phased regional project designed to make complex, region-wide, multi-modal transportation options easy to use and readily accessible. Phase I, EZ-Rider I, is now completed and was funded with a state grant. It was developed as an Internet-based desktop delivery system and deployed a limited number of electronic kiosks. Special attention was paid to providing assistance for inter-modal and inter-jurisdictional connections. Phase II, now called the Rider Information Systems Project (RIS), is expanding upon the previous work and maximizing agency investments in automated information systems including Regional Automated Trip Planning and Regional Ride-matching applications by providing direct, online customer access to these systems. Phase II will also replace the aging Timetables and Bus Schedule Information System (TABS) as well as update the infrastructure and accessibility of the Metro Online website, <http://transit.metrokc.gov/>.

By reducing the barriers to local and regional schedule and other customer information, the RIS (EZ-Rider II) project will support the use of high-occupancy vehicle commute options. RIS has been approved for Congestion Management Air Quality (CMAQ) grant funding totaling \$3.5 million regionally. The Regional Team for the Rider Information Systems Project includes Community Transit, Pierce Transit and KC Metro Transit.

Outcomes Measures

Business Outcomes

- Increase access to online, ridematching services by enhancing the RideshareOnline website. Enhancements include screen modifications for ease of use, a map upgrade and a new public event-matching module.
- Deployment of integrated three-county regional Online Trip Planning to provide web customers with easier access to transit options for inter-county commutes.
- Upgrade Metro Online Site Architecture to improve customer's accessibility options and provide output to next generation computing devices including PDAs and telephones.
- Implement customer requested Online Trip Planning features, including PDA downloads for commuter schedules and trip plans, as well as other customized timetable applications.
- Migrate Bus Real-Time Arrival Systems to King County Metro in order to improve user interface and more closely control data quality.
- Enhance Online Pass Sales to allow employers to purchase bulk passes.

Technology Outcomes

- Upgrade Metro Online Site Architecture using XML technology in order to reduce maintenance and easily allow multiple versions of web site information targeted at various audiences, including users with ADA concerns.
- Replace the legacy Timetables and Bus Schedule Information System (TABS) with a modern software/hardware solution.

Existing Project Status

Phase one of this project initiated and developed the Metro Online web site, which now consists of over 1,500 pages of transportation options information. Metro Online (MO) currently provides over 9,500 user sessions per day. MO now provides some 65% of the total daily rider information customer contacts, and usage of the site is still growing. The web site provides a wide variety of information about transit and multi-modal transportation choices. MO also links to other transit and transportation option providers including Community and Pierce Transit, our project partners, as well as King County and Washington State Departments of Transportation for traffic information.

Phase two of this project has completed the initial deployment of an online trip planning system, a demonstration online pass sales system and a regional Internet ridematch system. Enhancements to online trip planning, online pass sales and regional Internet ridematch systems will be completed in 2002-2003. Other project elements will include real-time bus arrival information, upgrading the existing timetables and bus stops information production systems, expanding the online pass sales system, redesigning the MO website and conducting customer research on information services.

Milestones:

Deploy Internet Ridematch	Completed 1st Quarter 2001
Internet Ridematch Modifications and Enhancements	4th Quarter 2002
Update of Metro Online Site Architect/Backup	Completed 2nd Quarter 2002
Complete redesign of Metro Online WEB site	3rd Quarter 2002
Deploy KC Online Trip Planning	Completed 4th Qtr. 2001
Online Trip Planning Modifications and Enhancements	3rd Quarter 2002
Deploy regional data for Online Trip Planning	3rd Quarter 2002
Deploy Online Customized Timetable applications	4th Quarter 2002
Deploy Online Pass Sales System Demonstration	Completed 1st Qtr. 2001
Deploy Upgraded Online Pass Sales System	3rd Quarter 2003
Bus Real-Time Arrival Systems Migration	4th Quarter 2002
Replace Timetables and Bus Schedules system	2nd Quarter 2004
Customer research on information services	4th Quarter 2003

Existing Technology Environment and Alignment with Strategic Technology Plan

The project goals align with King County Strategic Technology Plan goal A4: Use the Internet as a primary mechanism to deliver public information and services.

Business Plan alignment

The project goals align with three of Metro Transit's core business: providing bus service; providing rideshare services, including vanpool and ridematching; and providing contracted services/commute trip reduction services for

jurisdictions, Sound Transit bus operations and customer services and special event bus service. Project goals either directly support core business and performance measures or provide enhancement to customer information related to the achievement of core business and performance measures. The project should increase riders' overall satisfaction with Metro Transit and increase ridership.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			(18,689)	
Design/Alternatives Analysis			201,213	
Implement/Construct			(84,751)	
Closeout/Warranty			2,000	
Contingency/Reserve			(90,000)	
TOTAL APPROVED EXPENDITURE			\$ 9,773	\$ -

Budget Details

Capital fund Transit 3641, project #A00316

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

REGIONAL FARE COORDINATION

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432278
2003 Budget Approved:	\$18,836,906

Project Description

The purpose of this project is to implement a single common fare collection system for bus, rail, ferry and vanpool travel in the Central Puget Sound. In the future, customers should no longer be aware of the fare policy variations from one system to the other. King County is the lead agency to plan and implement the project on behalf of its partners: Sound Transit, Community Transit, Pierce Transit, Everett Transit, Kitsap Transit and Washington State Ferries. The system provides for "seamless" transfers among modes and systems, expands each agency's fare policy and ridership incentive capabilities, supports accurate revenue reconciliation and daily financial settlement among the seven partners, and introduces new levels of customer convenience to obtain and use pre-paid fare media. Additionally, the system introduces internal county business practice improvements related to sales reporting and performance data by media type and sales method, ridership reporting, general accounting, and the ability to develop new ad hoc or performance reports to address specific questions/issues or combine smart card data with other system data, e.g. APC.

Outcomes Measures

Business Outcomes

- Improve the accuracy and timeliness of regional revenue reconciliation.
- Reduce maintenance of fare equipment
- Increase the number of employer, fare media accounts
- Develop system administrative policies and procedures to promote consistent customer service practices among the partner agencies
- Increase customer convenience of fare payment

Technology Outcomes

- Implement contact less, smart card technology
- Integrate equipment with OBS and Radio AVL systems

Existing Project Status

The project is currently in the final contract negotiation stage of the system procurement phase. The Revised “Best and Final Offer” RFP was issued to the proposers on 6/7/02.

Schedule Completion Milestones (Currently Anticipated):

August 2002	Notice of Apparent Successful Proposer
Sept – Nov 2002	King County and Regional Contract Approval
Sept – Nov 2002	Budget Appropriation and Notice to Proceed
August 2004	Revenue Service Beta Test
June 2005	Full System build out for the 7 bus, ferry and rail agencies & system commissioning for revenue service
December 2005	Full System Acceptance {following 6-month revenue service “settling in” period}

Existing Technology Environment and Alignment with Strategic Technology Plan

This project supports the following strategies listed in the King County Strategic Technology Plan: A4 by using the Internet for customer service and reporting functions; C4 by utilizing and integrating commercial off the shelf software where ever possible; C7 by providing for more integrated data management to improved data accuracy, timeliness and comparability.

Business Plan alignment

This project supports Metro Transit Core Businesses of providing regularly scheduled bus service and contracted service. The implementation of this project should lead to increased customer satisfaction by making it easier to transfer between travel modes and easier to use prepaid fare media. The project is also planning a demonstration on 10 vans, so it also aligns with the Transit core business of providing rideshare services.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			5,149	
Design/Alternatives Analysis			102,627	
Implement/Construct			16,329,130	
Contingency/Reserve			2,400,000	
TOTAL APPROVED EXPENDITURE			\$ 18,836,906	\$ -

Budget Details

Capital fund Transit 3641, project #A00320

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

ON BOARD SYSTEMS

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432551, 432078
2003 Budget Approved:	\$7,980,550

Project Description

The On-Board Systems (OBS) project will procure and install equipment onto King County Metro coaches to replace and upgrade the obsolete on-board systems infrastructure. New and replacement on-board applications will be supported by an on-board computer, called the Vehicle Logic Unit (VLU) which will ultimately replace the current computer called the mobile data unit (MDU). Replacement applications are automated vehicle location and automated passenger counting. New applications are automated vehicle monitoring (AVM), automated stop announcements and automated destination signs. Including this functionality in the OBS project through a single procurement and implementation is the most reliable method for ensuring efficient integration and avoids multiple development efforts and installations. At least three vendors have developed integrated systems using VLUs to manage other systems and share information. Integration is significantly more efficient and less costly than buying and implementing each system separately. Stand-alone systems would require redundant processors, power supplies and user interfaces and would not readily share data. The components that need replacement, the mobile data terminal (MDT) and the mobile data unit (MDU) are proprietary designs made specifically for KCM in 1991.

The OBS project is one of three coordinated projects that are focused on replacing the on-board systems, which include the radio system. Timing of the projects is being driven by the need to replace the radio system. The current radio was built in 1990 and additional units are not available. It is projected that there will be a shortage of spare components for repair and for fleet expansion as early as 2005. Replacements are needed before vehicle maintenance runs out of spares. Other reasons for OBS are to improve safety, simplify operator tasks, increase reliability, integrate data and improve business system effectiveness.

The Regional Fare Coordination (RFC) project, which is also part of this coordinated effort to replace on-board systems, includes the new driver display unit (DDU) and the wireless data system, because they are necessary to implement an integrated "Smart Card" system. Both are critical components that are required to implement OBS and the Radio/AVL Replacement project. If the RFC project does not provide these universal components, then they must be added to the OBS or Radio/AVL Replacement project scope and budget.

To the greatest extent possible, future components will be modular, commercially available, off-the-shelf units with an open architecture, compatible with the on-board network and adaptable to future upgrades and new functionality. Any new on-board system will be designed to comply with the federally mandated communications standards for Intelligent Transportation Systems (ITS), which are a core requirement of TEA-21 and a key criteria for federal grant funding.

Outcomes Measures

Business Outcomes

- Automate bus stop announcements for improved ADA compliance.
- Improve the timeliness and quantity of ridership data.
- Enable smart signal priority.
- Integrate the data collected on the bus.
- Reduce the per vehicle cost for maintenance with automated vehicle maintenance (AVM).

Technology Outcomes

- Replace and upgrade the on board systems infrastructure, using commercially available, modular systems.
- Deploy GPS technology.
- Improve data integrity through the use of transit standards and the integration of system performance data (AVL, APC and Smart Card).

Existing Project Status

There are three phases to the OBS project. First, the project conducted a joint on-board systems demonstration project with Sound Transit in 2001. Second, the OBS RFP will be completed in 2002 with proposal evaluation and contract negotiations in 2003. Third, system design and a pilot implementation are planned for 2004 with full implementation completed in 2005. This schedule is structured to assure that the replacement systems can be in place before any parts shortages occur. Implementation of OBS must occur after the RFC project is complete in order to ensure that each new system is being added to a stable environment. Most critical are the DDU and wireless data components, which must be fully designed, tested and accepted so that the OBS systems interfaces can be designed. The infrastructure and some components provided by OBS are needed for the Radio/AVL replacement project.

Schedule:

Phase	From Date	To Date
Planning	1Q99	4Q00
Design/Alternatives Analysis	1Q01	4Q02
Procurement/Final Design	1Q03	2Q04
Implementation	3Q04	3Q05
Close Out		2005-6

Program Milestones	Date:
Close Out of Original Smart Bus project and grant	6/30/00
Conduct demonstration project	1Q01-1Q02
Support RFC interface development	2Q02-3Q03
Complete RFP for OBS	4Q02
Vendor Selection	4Q03
Pilot Installation at one base	3Q04
Full Implementation	3Q05

Existing Technology Environment and Alignment with Strategic Technology Plan

This project is consistent with the King County Strategic Technology Plan in the following areas:

- A5: Promote and support the development of the employee intranet and partner extranet to improve information services and business process support. This project will use the intranet to deliver vehicle maintenance reports and improve business processes by eliminating the manual data management processes required to manage destination signs, automatic passenger counting, and other on-board data.
- C1: Standardize technology including infrastructure, hardware, and applications software. This project integrates equipment on the fleet and conforms with ITS, TCIP and current industry best practices in approach and design. (The ITS National Architecture and the Transit Communications Interface Profiles are recent and emerging standards supported by US DOT and the Federal Transit Administration.)
- C4: Purchase and integrate top quality, commercially packaged software where possible and cost-effective. The major hardware and software components required for this project are commercially available from multiple vendors, and have been proven in field deployment at transit agencies elsewhere in the country.

Business Plan alignment

The project aligns with the core businesses listed in the Metro Transit portion of the DOT 2003 Business Plan in the following ways:

- Provide regularly scheduled bus service, including commuter, core and community service. The project replaces essential on-board equipment that is required to operate transit service, maintain communications with operators, ensure customer and operator safety and security, and collect performance data for ongoing service evaluation. Smart transit signal priority will improve service speed and reliability on designated corridors. The implementation of automated vehicle monitoring will reduce vehicle breakdowns and improve service reliability.
- Provide paratransit service for the disabled. Although this project is focused on fixed route service, the addition of automated stop announcements and displays will enable many paratransit riders to use “mainstream” service and significantly increase the overall accessibility of Metro Transit’s service. Accessible Services staff has adopted mainstreaming as a strategy for improving the efficiency and productivity of paratransit service.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			35,477	
Design/Alternatives Analysis			136,303	
Implement/Construct			7,167,248	
Closeout/Warranty			1,936	
Contingency/Reserve			639,586	
TOTAL APPROVED EXPENDITURE			\$ 7,980,550	\$ -

Budget Details

Capital fund Transit 3641, project #A00097

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

TRANSIT SECURITY ENHANCEMENTS

Sponsor:	Peggy Willis
Contact:	Libby Krochalis/684-1799
Project#:	432550
2003 Budget Approved:	\$1,661,470

Project Description

This project will solicit proposals, award contract, purchase and install digital video cameras, recording devices, and associated equipment for approximately 320 transit coaches.

Key features of the security camera system include the following:

- Up to four or five cameras and associated processor/recorder per bus
- Continuous data storage for a 4-7 day period
- Operators will be able to capture an “incident” consisting of the previous 5-10 minutes and next 5-10 minutes from time of activation. The system will be integrated with the existing “emergency alarm” associated with the radio system Incident data will be off-loaded via wireless communications or laptop connection
- Images will be transferred to CD-RW for long-term storage and retrieval Playback stations will be located at the Transit Police and Prosecuting Attorney’s offices.

Sound Transit may purchase security cameras, recording devices, and associated equipment for their coaches via the contract King County establishes with the successful vendor.

Outcomes Measures

Business Outcomes

- Provide a reliable source of documentation for risk management to utilize in claims investigations.
- Provide high-quality video images that identify perpetrators and support police investigations.
- Reduce infractions against Metro’s Code of Conduct.

Technology Outcomes

- Interface Digital Video System with Emergency Alarm System.
- Provide a wireless download of incident data to transit police.

Existing Project Status

Implementation of the first 160 camera systems started April 1, 2002 and will be completed during the 4th quarter of 2002. The remaining 160 systems will be installed in 2003. The current procurement allows the County to purchase additional security camera systems, which means expansion can be accomplished without going through another vendor selection process.

Existing Technology Environment and Alignment with Strategic Technology Plan

This project supports strategy C4 in the King County Strategic Technology Plan, since commercially available software and equipment is being purchased by the project.

Business Plan alignment

This project supports the Transit core businesses of providing regularly scheduled bus service and providing contracted services such as special event bus service. Providing a safe environment for passengers and operators is part of providing service.

APPROVED EXPENDITURE				
Description	Salary	Benefits	Total for 2003	Ongoing
Planning/Business Analysis			499	
Design/Alternatives Analysis			(36,375)	
Implement/Construct			1,608,209	
Contingency/Reserve			89,137	
TOTAL APPROVED EXPENDITURE			\$ 1,661,470	\$ -

Budget Details

Capital fund Transit 3641, project #A00505

CIO Recommendations and conditions

The Project Review Board will review to provide oversight for phased funding release.

King County Council Actions

Approved as requested.

APPENDIX

APPENDIX A - GUIDING PRINCIPLES FOR INFORMATION TECHNOLOGY

APPENDIX B - CIO RECOMMENDATIONS NOT FUNDED (STRATEGIC)

APPENDIX C - CIO RECOMMENDATIONS NOT FUNDED (TACTICAL)

APPENDIX D - TECHNOLOGY GOVERNANCE

APPENDIX E - PROJECT REVIEW BOARD PROCESS

APPENDIX F - FROM POLICY TO NEW TECHNOLOGY

Appendix A - Guiding Principles for Information Technology

These guiding principles provide the policy framework to promote a standard and cost effective approach to delivering and operating information technology to achieve the goals of improving

- efficiency
- customer service
- public access to our government
- transparency of and accountability for decisions

1 Central Review and Coordination of Information Technology

- ◆ Information technology investments should be coordinated at a countywide level to leverage development efforts, reduce duplicative costs and ensure compatibility of systems.

2 Information Technology Enables Effective and Efficient Service Delivery

- ◆ Funding approval through the technology governance structure should be based on a sound business case that documents measurable outcomes, including service delivery improvements.
- ◆ When assessing new software solutions, commercial off-the-shelf software packages that adequately meet the business requirements of the county are preferable to custom developed applications. The county should determine requirements and analyze both operational and financial business cases when evaluating the alternatives of building or buying new software applications.
- ◆ Information technology investments should be effectively managed and tied directly to service performance results.
- ◆ Investments in legacy systems should be limited to mandated and essential changes that can demonstrate extending the useful life of the system.

3 Information Technology Standards

- ◆ Hardware, software, and methodologies for management and development should adhere to countywide standards adopted through the technology governance structure.
- ◆ Hardware and software should adhere to open (vendor independent) standards to promote flexibility, inter-operability, cost effectiveness, and mitigate the risk of dependence on individual vendors, where applicable. The County will proactively define and describe these standards in RFPs and other communications with vendors.
- ◆ Technology operations and project management should adhere to best practices to ensure consistency, achieve efficiencies, and maximize success.
- ◆ Technical staff should be provided with appropriate training to ensure effective management of information technology resources.

4 Access to Information and Services

- ◆ Information and services should be provided using web-based technology with standard navigation tools and interfaces where appropriate.
- ◆ A reliable and secure communication and computer infrastructure should be provided to ensure seamless self-service access to information and services.

5 Business Process Improvement

- ◆ Industry best practices should be applied to optimize business processes.
- ◆ When implementing commercial off-the-shelf software packages, the county should adopt and implement industry best practices, redesigning business processes as required in order to improve operations, minimize customization and speed the delivery of new business applications
- ◆ Comprehensive business solutions should be developed across organizational boundaries to cover end-to-end business processes.
- ◆ Data should be captured once and shared to reduce cost, duplication of effort and potential for error.

6 Privacy and Security

- ◆ The county should adopt and implement an effective privacy policy that articulates the manner in which it collects, uses, and protects data, and the choices offered to protect personal information within the constraints of public disclosure law.
- ◆ Reasonable, cost-effective measures should be implemented to protect data, hardware and software from inappropriate or unauthorized use, alteration, loss or destruction.
- ◆ Auditable security measures should be part of the initial architecture and design as information technology solutions are developed and implemented.

Appendix B – Standardizing the County’s Technology & Management Operations Architecture

The following diagram identifies the remaining 18 strategies from the consultant’s report that received limited or no specific funding in the 2003 budget. They will be prioritized by the technology governance and will be addressed based on the resources that are made available. The Executive will work with the separately-elected officials to identify the resources required to address these strategies as directed by the Strategic Advisory Council.

Note: Performance Measurement D1 has received funding in the 2003 Budget & Enterprise Applications C9 has a carryover budget available from 2002.

Strategies		2003	2004	2005
Operations	Reorganize Technology Functions - D4	Operational assessment, Business case	Implement decisions	Evaluate & measure results
	Enterprise Applications - C9	Quantifiable business case	Implement decisions	Evaluate & measure results
	Hardware Consolidation - C5		Opportunity analysis, Business case	Business case, Incremental implementation
	Help Desk - A2		Operations model, Business case	Business case, Implement decisions
Architecture	Standardize Technology - C1	Develop standard architecture & portfolio	Develop transition plan	Incremental implementation
	Web-based Technology - C2		Develop standard architecture & portfolio	Develop transition plan
	Intranet/Extranet - A5		Develop standard architecture & portfolio	Develop transition plan
	Commercial Applications - C4		Develop & implement policy & guidelines	Adhere to policies & guidelines
	Enterprise Data Mgmt - C7		Develop framework	Business case, Implement decision
	Application Integration - C3		Enterprise integration plan & guidelines	Approve & adopt plans & guidelines
Management	Performance Measurement - D1	Develop model, templates, & guidelines	Implement	Implement
	Develop Technology Plans - D2	Develop methodology & guidelines	Implement methodology & guidelines	Adhere to methodology & guidelines
	Project Management - D3	Develop methodology & guidelines	Implement methodology & guidelines	Monitor for compliance
	Service-Level Agreements - A1	Develop methodology & guidelines	Implement methodology & guidelines	Adhere to methodology & guidelines
	Digital Academy - A3	E-Commerce pilot participation	Countywide training program	Countywide training program
	Asset Management - B1		Develop methodology & guidelines	Implement methodology & guidelines
	Standard Operating Procedures - B2		Develop methodology & guidelines	Implement methodology & guidelines
	Specialized Training - D5		Identify critical needs, Incremental impl.	Incremental implementation
		2003	2004	2005

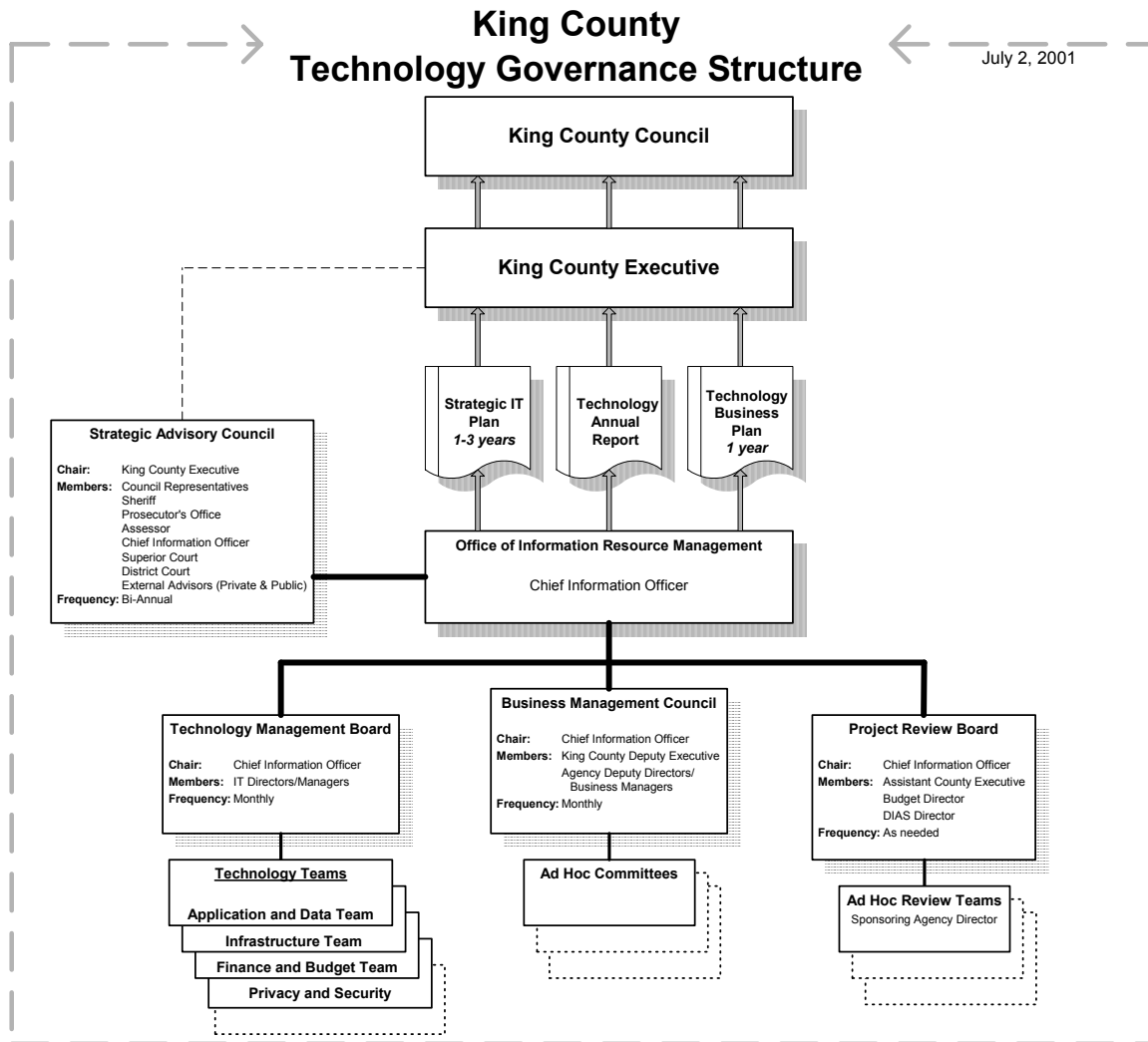
8/23/02

Appendix C - CIO Recommendations Not Funded (Tactical)

AGENCY	TACTICAL PROJECTS NOT FUNDED	CIO Recommended Amount
Department of Judicial Administration	E-FILING COMPLETION & E-COMMERCE INTEGRATION	\$63,681
	ECR MAINTENANCE UPGRADE	\$55,849
	ECR FAILOVER	\$146,000
	DJA E-FILING PROJECT MANAGER	\$87,349
Sheriff	LAPTOP REPLACEMENT	\$400,000
	DESKTOP REPLACEMENT	\$210,000
	IRIS BACKUP SERVER AND SOFTWARE	\$76,000
	REGIONAL RMS PORTAL PILOT	\$32,000
	WIRELESS STUDY	\$40,000
	ELECTRONIC DOCUMENT MANAGEMENT SYSTEM	\$120,000
Superior Court	ELECTRONIC COURT ORDER BY FORMS FOR JUVENILE COURT	\$75,000
	CONVERT ADULT CRIMINAL CASE MANAGEMENT	\$50,000
	REPLACEMENT OF SUPERIOR COURT VIDEO RECORDING EQUIPMENT (16 UNITS)	\$160,000
TOTAL		\$1,515,879

Appendix D - Technology Governance

This diagram was included as an attachment to Ordinance #14155 to describe the membership of the technology governance and the reports that will be produced.



The Office of Information Resource Management 2003 Business Plan contains the office's enabling legislation and discusses the priorities for the office's work with the technology governance in the coming year. The link is: <http://kcweb.metrokc.gov/oirm/2003oirmbusinessplan.doc>

The Governance Code Sections and Governance Membership Roster are on the following pages.

Governance Code Sections - Technology Governance Code

2.16.07582 Strategic advisory council. A. The strategic advisory council is hereby created. The council shall act in an advisory capacity to the county's chief information officer in developing long-term strategic objectives for information technology deployment countywide. The members shall be: the King County executive, two representatives of the King County council's choosing, the King County sheriff, the King County prosecuting attorney, the King County assessor, the King County chief information officer, the presiding judge of the King County superior court, the presiding judge of the King County district courts, an external advisor from the private sector to be selected by the chair and the chief information officer, and an external advisor from the public sector to be selected by the chair and the chief information officer.

B. The strategic advisory council shall:

1. Develop and recommend strategic objectives for information technology deployment countywide;
2. Review business application proposals for their alignment with adopted strategic objectives;
3. Review technology program proposals for their alignment with adopted strategic objectives; and
3. Review and endorse the information technology strategic plan and all updates to it.

C. The King County executive shall serve as the chair of the strategic advisory council.

D. Formal votes shall be taken and recorded on all recommendations and endorsements.

E. Members of the strategic advisory council shall serve without compensation. (Ord. 14155 § 2, 2001).

2.16.07583 Business management council. A. The business management council is hereby created. The council shall act in an advisory capacity to the county's chief information officer in developing short-term, mid-term and strategic business objectives for information technology at the agency level and in recommending business application proposals for funding. The members shall be: the King County chief information officer, the King County deputy executive, and agency deputy directors or business managers chosen by each agency's director and familiar with that agency's business and operations.

B. The business management council shall:

1. Review business application proposals made by individual members, groups of members, or ad hoc committees;
2. Assess short-term, mid term and strategic value of business application proposals;
3. Assess short-term, mid-term and strategic impact and risk of business application proposals;
4. Assess alignment of business application proposals with adopted strategic objectives;
5. Identify sponsorship for business application proposals;
6. Recommend business application proposals for funding and for inclusion in the technology business plan and the information technology strategic plan;

7. Review and endorse the technology business plan; and

8. Review operations management issues as needed.

C. The King County chief information officer shall serve as the chair of the business management council.

D. The business management council may convene such additional ad hoc committees as are determined to be necessary by the business management council to focus on specific topics or to address the needs of a logical group of agencies. These committees shall review topics and report findings to the business management council.

E. Formal votes shall be taken and recorded on all recommendations and endorsements.

F. Members of the business management council shall serve without compensation. (Ord. 14155 § 3, 2001).

2.16.07584 Technology management board. A. The technology management board is hereby created. The board shall act in an advisory capacity to the county's chief information officer on technical issues including policies and standards for privacy and security, applications, infrastructure and data management. The members shall be: the King County chief information officer and agency information technology directors or managers chosen by each agency's director and familiar with that agency's technology needs and operations.

B. The technology management board shall:

1. Review the strategic objectives recommended by the strategic advisory council and assess the ability of the technology infrastructure to support them;

2. Review the business objectives and business application proposals recommended by the business management council and assess the ability of the technology infrastructure to support them;

3. Develop technology program proposals which support the strategic and business objectives of the county;

4. Develop technology program proposals which promote the efficient operation and management of technology infrastructure, applications and data;

5. Recommend technology program proposals for funding and for inclusion in the technology business plan and the information technology strategic plan;

6. Develop and recommend the King County annual technology report; and

7. Develop and recommend standards, policies and procedures for infrastructure, applications deployment, data management and privacy and security.

C. The King County chief information officer shall serve as the chair of the technology management board.

D. The chief information officer shall establish the following teams with chairs to be selected by the chief information officer to assist the board in carrying out its duties:

1. Privacy and security team. The privacy and security team shall review and recommend additions and revisions to the county's policies and standards on privacy, security and protection of data integrity in technology infrastructure, electronic commerce and technology vendor relationships. The privacy and security team shall recommend changes and improvements to the technology management board;

2. Application and data team. The application portfolio team shall review the county's applications and data inventory, policies, standards and investments and recommend changes and improvements to the technology management board;

3. Infrastructure team. The infrastructure team shall review the county's infrastructure inventory, policies, standards, and investments and recommend changes and improvements to the technology management board; and

4. Finance and budget team. The finance and budget team shall review budgets and cost benefit analyses related to all technology program funding requests and recommend these requests or changes to these requests to the technology management board.

E. The technology management board may convene such additional ad hoc committees as are determined to be necessary by the technology management board to focus on specific topics or issues. These committees shall review topics and report back findings to the technology management board.

F. Formal votes shall be taken and recorded on all recommendations and endorsements.

G. Members of the technology management board shall serve without compensation. (Ord. 14155 § 4, 2001).

2.16.07585 Project review board. A. The project review board is hereby created. The board shall act in an advisory capacity to the county's chief information officer in implementing the project management guidelines developed by the central information technology project management office as described in K.C.C. 2.16.0758 A through E. As appropriate, the board also may assume the project oversight role assigned to the project management office under K.C.C. 2.16.0758 F through K. The members shall be: the chief information officer, the assistant county executive operations I, the director of the office of management and budget and the director of the department of executive services.

B. The King County chief information officer shall serve as the chair of the project review board.

C. Ad hoc project review teams may be convened as determined to be necessary by the project review board to focus on specific projects. Each ad hoc project review team will include the project's sponsoring agency director. These teams shall report back findings to the board.

D. Formal votes shall be taken and recorded on all recommendations and endorsements. (Ord. 14561 § 5, 2002: Ord. 14155 § 5, 2001).

Governance Membership Roster

Agency	Strategic Advisory Council	Business Management Council	Project Review Board	Technology Management Board
Chairs:	Ron Sims	David Martinez, CIO	David Martinez, CIO	David Martinez, CIO
Adult Detention		Susan Clawson		Tim Longley
Assessor	Scott Noble	Rich Medved		Hoang Nguyen
Budget		Debora Gay	Steve Call	Jim Walsh
Community & Human Services		Randy Inouye		Teri Bednarski, Jean Darsie
Council	Dow Constantine Jane Hague	Paul Gaskill		
Development & Environmental Svcs		Michael Frawley		Larry Faucher
District Court	Wesley Saint Clair Presiding Judge	Tricia Crozier		Cathy Grindle
Executive	Ron Sims, King County Executive		Rod Brandon, Sheryl Whitney	
Dept. of Executive Services		Caroline Whalen	Paul Tanaka	Kevin Kearns
Judicial Administration		Teresa Bailey		Joe Shuster
Natural Resources		Gary Hocking		Gary Hocking
Prosecuting Attorney	Norm Maleng-Prosecuting Attorney	David Ryan		Fred Flickinger
Public Health		Kathy Uhlorn		Patty Schwendeman
Sheriff's Office	Dave Reichert Sheriff	Pat Lee		Charlotte Dazell
Superior Court	Richard Eadie, Presiding Judge	Paul Sherfey		Betty Hopper
Transportation		Mary Peterson		Greg Scharrer, Peggy Willis
Office of Information & Resource Mgmt	David Martinez, CIO			
Private/Public Sector	Steve Elfman-Terabeam			
	Scott Boggs -Microsoft			
	Bret Arsenaault-Microsoft			
	Todd Ramsey-IBM			
	Cynthia Mitchell-IBM			
	Manny Rivelto-Cisco			
	Stuart McKee - St. of WA			

Appendix E - Project Review Board Process

Materials supporting the Project Review Board's process can be found at:
<http://kcweb.metrokc.gov/oirm/projects/projectreviews.htm>

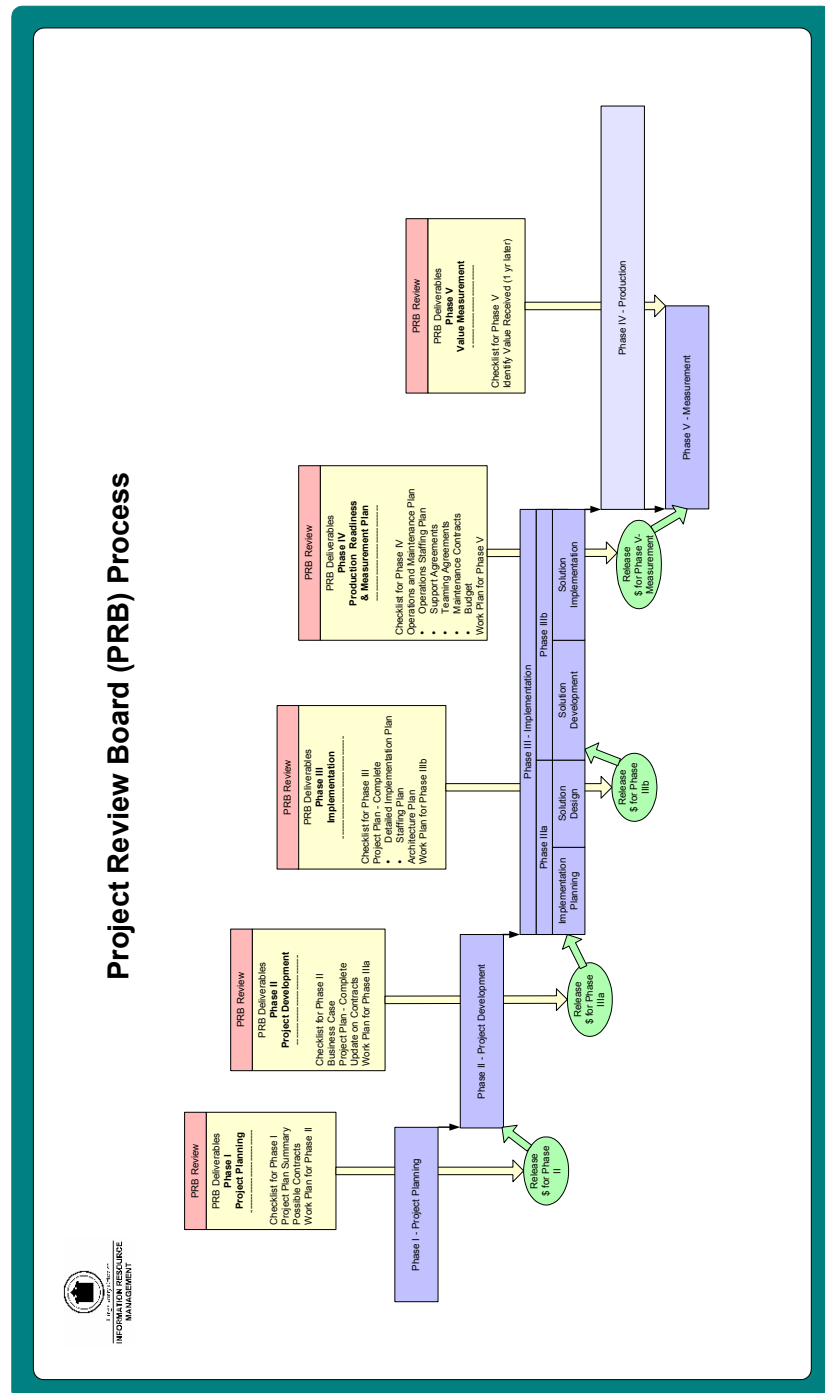
PROJECT MONITORING

The Project Review Board meets on a monthly basis to review regular monitoring reports for information technology projects. As issues or concerns arise, the board requests project managers and others to provide briefing materials or to participate in a review exercise designed to keep the project on track for successful completion.

FUNDING RELEASE PROCESS

The Project Review Board requests a specified set of reports to support a project's request for a phased funding release. The project manager and sponsor are invited to the board meeting to brief the board and answer questions regarding the status of the project and any of the materials provided for review.

Details of the materials to be available for each phase of a project can be found at the web link at the top of the page.



Appendix F - From Policy to New Technology

This is a graphical representation of the flow of information into the various tasks and reports for which the technology governance is responsible. For example, while the focus of the Technology Business Plan is on the technology investments in the Executive's budget, it should be noted that the county agency business plans are fundamentally important to support the county in planning for and managing information technology to enable cost-effective delivery of services. The work and reports from the technology governance all build on business plans and policy direction, taking into account the current state of the county's information technology environment.

